

# Leah Pope Ltd Privacy Notice

**Last updated: 5 October 2026**

This privacy notice explains what personal information Leah Pope Ltd collects when you use our website, enquire about our services or work with us, how we use that information, and the rights you have over it.

We handle personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## Contact details

**Full name of legal entity:** Leah Pope Ltd

**Data controller:** Leah Pope Ltd

**Privacy contact:** Leah Pope

**General email:** leah@leahpope.com

**Data protection enquiries and complaints:** privacy@leahpope.com

## What information we collect, use and why

### Providing our services

We may collect or use the following information to respond to enquiries, assess suitability for our services, enter into a contract with you and provide coaching or training services:

- Name and contact details
- Booking and appointment information
- Payment and transaction information
- Records relevant to the delivery of the service
- Correspondence with you
- Information relating to compliments or complaints
- Website information such as IP address and browser type
- Health and wellbeing information that you choose to provide, including menopause-related symptoms and information relevant to participating safely and appropriately in coaching

Our menopause coaching services may involve you choosing to share information about your health and wellbeing.

Health information is **special-category personal data** and receives additional protection under data protection law.

For personal information that is necessary to enter into or deliver our coaching contract, we rely on **contract** as our lawful basis under Article 6 of the UK GDPR.

Where you choose to provide health information relevant to the coaching service, we additionally rely on your **explicit consent** under Article 9(2)(a) of the UK GDPR.

You can withdraw your explicit consent at any time by emailing **privacy@leahpope.com**. Withdrawal does not affect processing that took place before your consent was withdrawn.

## Service administration and communications

We may use your name, contact details, booking information and relevant service information to:

- Arrange and manage appointments
- Send information needed to deliver the service
- Provide programme materials and resources
- Communicate with you about the service you have purchased

Our lawful basis for this processing is **contract**, because this information is necessary to provide the service you have requested.

## Marketing communications

We may collect or use the following information for optional marketing purposes:

- Name and contact details
- Marketing preferences
- Records of consent

Our lawful basis for marketing communications is **consent**.

You can withdraw your marketing consent at any time using the unsubscribe option provided or by contacting us.

Withdrawing marketing consent will not affect service-related communications that are necessary to provide a service you have purchased.

## Legal requirements

We may collect or use the following information where necessary to comply with legal obligations:

- Name
- Contact information

- Financial transaction information
- Other personal information required to meet a legal obligation

Our lawful basis is **legal obligation**.

## Queries, complaints and legal claims

We may use the following information where necessary to respond to enquiries or complaints, manage disputes, or establish, exercise or defend legal claims:

- Names and contact details
- Payment details
- Purchase or service history
- Relevant client records
- Financial transaction information
- Correspondence
- Relevant information from previous enquiries, complaints or investigations

Our lawful basis is **legitimate interests**.

Our legitimate interest is in responding appropriately to enquiries and complaints, managing disputes and protecting the legal interests of Leah Pope Ltd and its clients.

## Lawful bases and data protection rights

Under UK data protection law, we must have a lawful basis for collecting and using your personal information.

The lawful basis we rely on may affect which data protection rights apply.

Depending on the circumstances, you may have the following rights:

- **Right of access** — you can ask us for a copy of your personal information and information about how it is being used.
- **Right to rectification** — you can ask us to correct personal information you believe is inaccurate or complete information you believe is incomplete.
- **Right to erasure** — in certain circumstances, you can ask us to delete your personal information.
- **Right to restriction of processing** — in certain circumstances, you can ask us to limit how we use your information.
- **Right to object to processing** — in certain circumstances, you can object to our use of your personal information.
- **Right to data portability** — in certain circumstances, you can ask us to transfer information you provided to us to you or another organisation.
- **Right to withdraw consent** — where we rely on consent, you can withdraw that consent at any time.

If you make a data protection rights request, we will respond without undue delay and normally within one month.

To exercise your rights, contact: [privacy@leahpope.com](mailto:privacy@leahpope.com)

## Where we get personal information from

We generally obtain personal information:

- Directly from you
- Through information you provide when making an enquiry, booking a service, completing a form or participating in coaching or training
- Through our website and the technology services used to operate our business

## How long we keep information

We keep personal information only for as long as necessary for the purpose for which it was collected, taking into account legal, regulatory, contractual and business requirements.

Our general retention periods include:

- **Health and special-category information:** normally deleted within **1 year after the coaching relationship ends**
- **Client coaching records and notes:** normally deleted within **1 year after the coaching relationship ends**
- **Coaching contracts and associated consent records:** retained for up to **6 years after the coaching relationship ends** where necessary for contractual or legal purposes
- **Financial and accounting records:** retained for the period required by applicable tax and company law
- **Marketing consent records:** retained while consent remains active and for an appropriate period afterwards where necessary to demonstrate how consent was obtained
- **Enquiry information that does not result in a client relationship:** retained only for as long as reasonably necessary to deal with the enquiry and any appropriate follow-up.

We may retain particular information for longer where required by law or where reasonably necessary to establish, exercise or defend legal claims.

## Who we share information with

### We never sell your personal information

We share personal information only where necessary to operate our business, provide our services, process payments, comply with legal requirements or protect legitimate interests.

## Service providers

We use the following third-party service providers:

- **Google Workspace:** business email, cloud file storage, online forms and productivity services
- **Namecheap:** website hosting/domain services
- **Cal.com:** appointment scheduling and booking
- **Zoom:** video conferencing for coaching sessions and meetings
- **Stripe:** payment processing, transaction management, fraud prevention and payment security

These providers receive only the personal information necessary for the services they provide. Some may also use authorised subprocessors.

## Other organisations we may share information with

Where necessary and appropriate, we may share relevant personal information with:

- Insurance companies, for example where information is relevant to an insurance claim
- Professional or legal advisers
- Organisations we are legally required to provide information to
- Emergency services where necessary in a genuine emergency or serious risk-to-life situation
- Members of the public through our website, social media or other marketing materials **only where you have specifically agreed to publication**, for example as part of a testimonial or case study

Where a testimonial or case study includes health information, we will obtain appropriate explicit consent for the intended use and publication of that information.

## Sharing information outside the UK

Some of the service providers we use may process personal information outside the UK.

Where this involves a restricted international transfer, we ensure that an appropriate transfer mechanism is in place. Depending on the provider and destination, appropriate safeguards may include adequacy regulations or approved contractual safeguards such as the UK IDTA or UK Addendum to the EU Standard Contractual Clauses.

These safeguards are designed to ensure that personal information transferred outside the UK continues to receive an appropriate level of protection.

You can contact **privacy@leahpope.com** if you would like further information about the safeguards used for international transfers.

## Service-provider subprocessors

Some of our service providers use authorised subprocessors to help provide their services. Where these subprocessors process personal information outside the UK, appropriate international-transfer safeguards are required as described in the section above.

## Privacy complaints

If you have concerns about how we use your personal information, you can make a data-protection complaint to us.

**Email:** [privacy@leahpope.com](mailto:privacy@leahpope.com)

We will acknowledge your complaint within 30 days, investigate it without undue delay, and keep you informed about its progress and outcome.

If you remain unhappy with how we have used your personal information after raising the matter with us, you can also complain to the Information Commissioner's Office (ICO).

### Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

ICO website: [ico.org.uk](https://ico.org.uk)

## Changes to this privacy notice

We may update this privacy notice from time to time to reflect changes to our services, suppliers, legal requirements or privacy practices.

The **Last updated** date at the top of this notice shows when it was most recently revised.