BA Growth Coaching — Privacy Policy

Version: 1.7

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BA Growth Coaching is operated by **Oleksandr Solunskyi, sole trader**, trading as **BA Growth Coaching**.

1. How to contact us

Email: **o.solunskyi@gmail.com**
Trader geographical business address (also for postal complaints): **21 Crummell Drive, Cambourne, CB23 6NT, United Kingdom**.

Oleksandr is responsible for the coaching business's use of your personal information.

2. Personal information we use

Depending on how you interact with BA Growth Coaching, we may process:

- your name and email address;
- booking details, including session type, date, time and timezone;
- your answer to “How did you hear about BA Growth Coaching?”;
- policy/early-performance wording, version/date and booking references needed to preserve the contractual evidence;
- records showing that you accepted the Booking & Cancellation Policy and, for paid sessions, any separate early-performance acknowledgement;
- payment and transaction information supplied by Stripe (for example payment status, amount, currency and transaction references). BA Growth Coaching does not need or intend to receive your full card number;
- calendar and Google Meet information needed to arrange the session;
- emails or other messages you send about booking, support or coaching;
- limited technical information needed to operate and secure the website.

Your name, email and booking details are needed to arrange the session; without them we cannot complete the booking. The referral answer is optional and can be left unanswered.

Please do not provide confidential information about your employer, clients, colleagues or projects unless it is necessary and appropriately anonymised.

Contact email preparation

The website Contact tool checks your category, name, email and message in your browser and prepares a draft in your own email application. You review it and press Send. The website does not receive or send these fields or save them in cookies or browser storage. They remain in the page until you leave or reload it; your email application may save drafts under its own settings.

When you send that email, BA Growth Coaching uses it to answer your enquiry under the purposes and retention rules below. This does not subscribe you to marketing. Please avoid sending sensitive or confidential information.

3. Regional price detection

The website may use the country associated with the connection, as supplied by the hosting/content-delivery infrastructure, to select the applicable regional price.

This is coarse country-level routing only. BA Growth Coaching does not intentionally use precise geolocation for this purpose and does not intentionally store raw IP addresses or client-side location data for regional pricing.

If the detected region is wrong, contact BA Growth Coaching before booking/payment so the correct regional price can be used.

4. Why we use your information and our lawful bases

We use personal information where necessary to:

- take steps at your request before entering a coaching contract and to perform the contract, including scheduling, payment, calendar invitations, Google Meet and cancellation/rescheduling;
- comply with legal obligations, including consumer, accounting and tax obligations;

- pursue legitimate interests in operating a small coaching business, preventing fraud/abuse, keeping accurate operational records, handling support and resolving disputes, provided those interests do not override your rights;
- rely on consent only where a particular processing activity genuinely requires consent. The booking-policy acknowledgement is not intended to act as blanket data-protection consent.

BA Growth Coaching does not currently operate an email-marketing list and does not intentionally use customer booking data for third-party advertising.

Contract/pre-contract processing covers booking, payment, calendar, Meet and related emails. Necessary tax records rely on legal obligations. Security, proportionate contract/acknowledgement evidence, dispute handling and optional referral-source analysis may use legitimate interests, balanced against your rights. Referral is optional and can be left unanswered. Reading this policy is not consent to marketing or recording.

Right to object: you may object to processing based on legitimate interests by emailing **o.solunskyi@gmail.com**. We will assess your request under the applicable law.

5. Service providers

To provide the service, information may be processed by providers such as:

- **Calendly** — scheduling and booking records;
- Calendly receives name/email, time selection and questionnaire answers and generates booking/cancellation/rescheduling notifications;
- **Stripe** — payment processing, payment records, receipts and fraud controls;
- **Google Calendar / Google Meet** — calendar invitations and online sessions;
- **Gmail** — related correspondence, supplementary fixed contractual information where needed, support and complaints;
- website hosting/content-delivery providers — delivery, security and country-level routing.

Each provider may process information under its own privacy terms. BA Growth Coaching will use only the information reasonably necessary for the service.

Stripe receives payment details directly through checkout; we use payment status, totals and references for accounts and refunds. Calendly checks the connected personal and BA calendars for busy times and adds the attendee/time/joining details to BA Growth Coaching. Google Meet handles the session and technical joining information. Questionnaire answers are intended to remain in Calendly rather than unnecessary Calendar descriptions. Email recipients can retain or forward their copies.

Provider roles can differ between service processing and their own legal or security purposes, as explained in section 6.

We do not maintain a separate payment-card database.

6. International processing

We use Calendly for bookings, Stripe for payments, and Google Calendar, Google Meet and Gmail for scheduling, online coaching and related communications.

Some personal information may be processed or accessed outside the United Kingdom, including in the United States.

These providers publish international data-transfer arrangements that may include UK adequacy regulations, the UK Extension to the EU–US Data Privacy Framework, and contractual safeguards such as standard contractual clauses and the UK International Data Transfer Addendum, as applicable.

Calendly generally processes booking information on our behalf, while also handling certain activities under its own responsibility. Stripe may act as a processor or independent controller depending on the payment-related activity. Google processes information under the terms applicable to the Google services used.

For further information about the applicable safeguards or how to obtain relevant copies, please contact us at o.solunskyi@gmail.com.

7. How long we keep information

Necessary sole-trader accounting/tax records are normally retained for at least five years after the 31 January submission deadline for the relevant tax year, and longer where an applicable enquiry or legal requirement requires it.

Other records use purpose-based criteria: active booking/support records while fulfilment, cancellation/refund or a complaint remains unresolved; minimal contract/acknowledgement evidence while reasonably needed to evidence the agreement and deal with a relevant dispute/claim; unsuccessful enquiries/referral information only while a continuing

service or other justified purpose requires identification. Confidential session material is not copied into calendars, receipts or confirmation emails unnecessarily.

We apply the following retention policy to records we hold:

Record class	Retention period or criterion
Necessary tax/accounting records	Statutory minimum: at least five years after the 31 January filing deadline for the relevant tax year; extend for an applicable enquiry or other legal requirement.
Minimal booking, payment reconciliation and applicable terms/acknowledgements	Keep with the relevant financial records until their justified retention expires; retain only necessary identifying data. Extend only for an active complaint/dispute or other documented legal need.
Enquiry that does not become a booking	Delete/anonymise six months after the last substantive contact, unless a documented continuing enquiry or complaint requires retention.
Optional identifiable referral answer	Delete/anonymise six months after the relevant booking, unless it is already integral to necessary preserved evidence; do not create extra identity copies.
Optional coaching working notes/ confidential material	No recording/transcript is planned. If minimal notes are needed for agreed service, review within 30 days after the session; delete when that service purpose ends unless a documented continuing service/dispute requires them.
Review and legal holds	Review the owner-held records quarterly; when a case/hold ends, return to the original expiry and delete if it has passed. Deletion of provider-held records depends on the applicable service and its legal obligations.

This policy describes our adopted operating schedule; it does not mean every historical record has already been reviewed or deleted. Removing our copy does not necessarily delete provider-controlled records or a recipient's email. Suspension/closure does not automatically delete necessary legal/customer/tax records; minimise or delete other information once justified retention ends.

8. Recording and AI meeting notes

BA Growth Coaching sessions are not intended to be automatically recorded, transcribed or captured by an AI meeting notetaker.

Recording, transcription or AI note-taking should only be used where BA Growth Coaching and the participant have expressly agreed it for that meeting and the relevant privacy information has been provided.

9. Cookies and analytics

Where optional website analytics are offered, Cloudflare is used for aggregate traffic and performance statistics. Collection requires an affirmative ON preference; OFF or an unavailable preference prevents collection. You can change your preference, although this cannot recall statistics already transmitted. We do not intentionally send Contact fields, booking answers, advertising profiles or custom conversion events to analytics.

See the separate website Cookies Notice for the technologies used on the website you visit, including those used by hosting or external booking/payment providers.

10. Your rights

Depending on the circumstances, UK data-protection law may give you rights to ask for access to your personal information and to request correction, deletion, restriction or objection, and rights relating to data portability and consent where applicable.

To exercise a right, contact **o.solunskyi@gmail.com**. We may need enough information to verify the request securely.

You may also complain to the UK Information Commissioner’s Office (ICO) if you have concerns about how your information is handled.

ICO complaint route: **https://ico.org.uk/make-a-complaint/**. We do not make solely automated decisions about coaching eligibility with legal or similarly significant effects. Payment providers may make their own security/fraud decisions under their notices.

11. Changes to this policy

The policy version/date presented during booking should be retained with the booking evidence. Material changes affecting existing contracts should not be applied retrospectively without an appropriate legal basis or agreement.