



Privacy Policy (Talent Coaching Ltd)

Last updated: 01 January 2026

This Privacy Policy explains how **Talent Coaching Ltd** ("we", "us", "our") collects, uses, stores, shares, and protects personal information when you visit our website, download resources, book a call, purchase or receive coaching services, or otherwise interact with us.

We are committed to protecting your privacy and handling your data transparently and securely in line with the **UK GDPR**, the **Data Protection Act 2018**, and the **Privacy and Electronic Communications Regulations (PECR)**.

1) Who we are (Data Controller)

Company: Talent Coaching Ltd (United Kingdom)

Director: Mathew Gomes

Contact email (privacy): mathew@gomesmathew.com

Website: gomesmathew.com

Talent Coaching Ltd is the **data controller** for the personal data described in this policy.

2) The services we provide

We provide coaching and education services relating to functional health, nutrition, lifestyle, and longevity. We are not a medical provider. We may encourage you to consult your GP/medical team for diagnosis, medication decisions, and medical treatment.

3) The information we collect

We may collect the following categories of personal data:

A. Identity & contact data

Name, email address, phone number, country, time zone, company/role (where provided).

B. Booking and service data

Appointment details, coaching programme selection, communications, session notes (where applicable), action plans, and progress information you share.

C. Health and lifestyle data (special category data)

Information you voluntarily share about symptoms, health history, medications, sleep, stress, nutrition, movement, lab results, wearable metrics, and other wellbeing data.



D. Payment and transaction data

Billing name, billing address, purchase history, transaction references. (*Payment card details are typically processed by your payment provider and not stored by us.*)

E. Website and device data

IP address, browser type, device identifiers, pages visited, referral source, and cookie/analytics data.

4) How we collect your data

We collect information when you:

- fill in forms (e.g., booking, contact, downloads),
- book calls or sessions,
- purchase services,
- email/message us,
- share documents (e.g., lab results) with us,
- browse our website (cookies/analytics).

5) How we use your data (purposes)

We use personal data to:

- provide services you request (calls, coaching, programmes),
- personalise your plan and coaching support,
- manage bookings, reminders, and customer support,
- process payments and maintain business records,
- improve our services, website, and client experience,
- send resources and communications you request,
- send marketing messages (only where permitted and with opt-out available),
- comply with legal obligations and protect safety.

6) Our lawful bases for processing

Under UK GDPR we rely on the following lawful bases depending on the activity:

- **Contract:** to deliver services you book or purchase.
- **Legitimate interests:** to run and improve our business, maintain service quality, prevent fraud, and communicate with you about your enquiry or service (balanced against your rights).
- **Legal obligation:** for tax/accounting and regulatory compliance.
- **Consent:** for certain marketing communications and for certain cookies.
- **Vital interests:** only in rare situations where processing is necessary to protect someone's life (e.g., credible risk of serious harm).



7) Health data (special category) and your explicit consent

Health and wellbeing information is treated as **special category data**. We only process it where necessary for coaching delivery and support, and typically on the basis of your **explicit consent** and/or where it is necessary for provision of requested services with appropriate safeguards. You can withdraw consent at any time, but this may limit our ability to provide services.

8) Confidentiality and when we may need to share information

Your coaching information is treated as confidential and handled with strict care. We do not disclose your personal or coaching information unless:

- you ask us to share it (and we agree the scope in writing), or
- it is required by law, or
- there is a credible safeguarding concern (e.g., risk of serious harm to you or others), or
- it is necessary to defend legal claims.

Where you want your GP/clinician involved, we can share a summary **only with your written permission** and only what is necessary.

9) Who we share data with (processors)

We may share information with trusted third parties who help us run our services, for example:

- website hosting and website analytics providers,
- booking/scheduling platforms,
- email/newsletter systems,
- customer relationship and document storage tools,
- payment processors and accounting software,
- professional advisers (legal/accounting) where necessary.

These providers act as **data processors** and are required to protect your information and use it only for agreed purposes.

We do **not** sell your personal data.

10) International clients and global data transfers

Because we work with clients globally and use online tools, your data may be processed or stored outside the UK. Where this happens, we use appropriate safeguards (such as recognised contractual protections) to protect your data to UK GDPR standards.

11) How long we keep your data (retention)



We keep personal data only as long as necessary for the purposes in this policy, including:

- to provide services and maintain accurate records,
- to comply with legal/tax requirements,
- to handle disputes or enforce agreements.

Typical retention guidance (adjust as needed):

- Coaching records/notes: [e.g., up to 6 years after the last service date]
- Financial records: [e.g., 6 years for UK tax/accounting]
- Marketing list: until you unsubscribe or request deletion (subject to minimal suppression records).

12) How we protect your data (security)

We use appropriate technical and organisational measures to protect your information, including access controls, secure storage, encryption where available, strong authentication, and least-access practices. No system is 100% secure, but we work to minimise risk and respond promptly to issues.

13) Your rights (UK GDPR)

You have rights including:

- access to your data,
- correction of inaccurate data,
- deletion (where applicable),
- restriction of processing,
- objection (including to marketing),
- data portability (where applicable),
- withdrawal of consent (where consent is the basis),
- complaint to the UK Information Commissioner's Office (ICO).

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

14) Marketing communications

If you opt in to receive marketing emails/resources, you can unsubscribe at any time using the link in any email or by contacting us. We may also send essential service communications (e.g., booking confirmations) that are not marketing.

15) Cookies and analytics

Our website may use cookies and similar technologies to:



- make the site work properly,
- remember preferences,
- understand how visitors use the site,
- improve content and conversion.

Where required, we will request consent for non-essential cookies. You can manage cookie preferences via the cookie banner/settings and your browser controls.

16) Children's privacy

Our services and website are intended for adults. We do not knowingly collect data from children.

17) Automated decision-making

We do not use automated decision-making or profiling that produces legal or similarly significant effects on you.

18) Changes to this policy

We may update this policy periodically. The “Last updated” date will change accordingly. If changes are material, we will take reasonable steps to notify you.

19) Contact and complaints

Privacy contact: mathew@gomesmathew.com

Company: Talent Coaching Ltd

If you have concerns, please contact us first so we can resolve them. You also have the right to complain to the **ICO** (UK regulator).