

The Inner Impact Privacy Policy

Last updated: 26th August 2026

The Inner Impact respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains what information we collect, why we collect it, how we use and protect it, who we may share it with, how long we keep it and the rights you have in relation to your personal data.

It applies when you visit our website, contact us, book a call, enquire about or purchase our services, participate in coaching or one of our programmes, complete one of our forms or questionnaires, or otherwise interact with The Inner Impact.

1. WHO WE ARE

The Inner Impact is the trading name of:

The Inner Impact Ltd

Company number: **16720757**

Registered office: **71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, UK**

For the purposes of UK data protection law, **The Inner Impact Ltd** is the data controller responsible for your personal information.

If you have any questions about this Privacy Policy or how we use your personal information, please contact:

Claudia Curran

claudia@theinnerimpact.com

2. INFORMATION WE MAY COLLECT ABOUT YOU

The information we collect depends on how you interact with us and may include:

Contact and professional information

Your name, email address, telephone number, company, job title and other information you choose to provide about your professional role.

Enquiry and application information

Information you provide when enquiring about coaching, booking a call, applying for a programme or discussing your own or your organisation's coaching and development needs.

Purchase and transaction information

Information about the programmes or services you purchase, payment status, invoices and billing information.

Payments made online are processed through our payment provider. We do not normally receive or store your full credit or debit card details.

Coaching and programme information

If you participate in coaching or one of our programmes, you may choose to provide information about:

- your work and career;
- your goals and challenges;
- workplace situations;
- your leadership and working style;
- relationships or interactions with colleagues, managers or team members;
- your thoughts, behaviours and reactions;
- experiences of pressure or stress;
- reflections on your strengths and areas for development;
- exercises, audits and questionnaires completed as part of a programme; and
- other information you choose to share as part of the coaching process.

This information may be provided through conversations, programme audits, Google Forms, questionnaires, exercises, emails, messages or live coaching sessions.

We ask that you only share information you are comfortable sharing and that is reasonably relevant to the coaching or programme.

Information about other people

Coaching often involves discussing situations involving colleagues, employees, managers, clients or other individuals.

We encourage you to avoid providing unnecessary identifying information about other people and, where appropriate, to anonymise individuals when discussing sensitive workplace situations.

Website and technical information

When you visit our website, we may automatically collect certain technical information, including your IP address, browser type, device information and information about how you use our website.

We may also use cookies and similar technologies. Further information may be provided through our Cookie Policy and cookie settings.

Communications

We may retain emails, booking information and other communications between you and The Inner Impact, together with appropriate notes relating to enquiries and our work with you.

3. SENSITIVE PERSONAL INFORMATION

The nature of coaching means that you may sometimes choose to share information that is particularly personal or sensitive.

For example, you may voluntarily discuss your physical or mental health, emotional wellbeing, experiences of stress or anxiety or other information that may constitute **special category personal data** under UK data protection law.

You are not generally required to provide health information in order to participate in our services.

Where you voluntarily provide special category personal data as part of coaching or a programme, we will only process it where we have both an appropriate lawful basis and an additional legal condition for doing so under applicable data protection law.

We treat this information with particular care and confidentiality.

4. HOW WE USE YOUR INFORMATION

We may use your personal information to:

- respond to enquiries;
- arrange introductory, individual or corporate calls;
- assess whether a coaching service or programme is appropriate for you;
- process purchases and administer payments;
- register you for programmes;
- communicate dates, joining instructions and other practical information;
- deliver coaching and programme services;
- review audits, questionnaires and other information you provide so that we can prepare for and personalise our work with you;
- provide programme materials and resources;
- communicate with you during our work together;
- manage our relationship with you;
- respond to questions, concerns or complaints;
- maintain appropriate business, tax and financial records;

- improve and develop our services;
- maintain the security and integrity of our business;
- establish, exercise or defend legal rights; and
- comply with legal, regulatory, tax and accounting obligations.

We will not use information provided privately during coaching for unrelated purposes without an appropriate lawful basis.

5. OUR LAWFUL BASIS FOR USING YOUR INFORMATION

UK data protection law requires us to have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

Contract

Where processing is necessary to take steps at your request before entering into a contract or to perform our contract with you.

For example, registering you for a programme, processing your booking and communicating with you about delivery.

Legitimate interests

Where processing is reasonably necessary for the legitimate operation and development of our business and those interests are not overridden by your rights and interests.

This may include managing enquiries, administering our services, maintaining appropriate business records, improving our programmes and protecting our business.

Legal obligation

Where processing is necessary for us to comply with a legal, regulatory, accounting or tax obligation.

Consent

Where we specifically ask you to consent to particular processing.

Where we rely on your consent, you may withdraw it at any time.

Withdrawing consent will not affect the lawfulness of processing that took place before consent was withdrawn.

6. COACHING CONFIDENTIALITY

We treat information shared with us during coaching and programme participation as confidential.

We will not ordinarily disclose what you discuss during coaching to your employer, colleagues or other third parties without your permission.

Where an organisation has paid for your coaching or programme participation, this does **not** automatically give that organisation access to what you discuss or disclose during coaching.

Where we have agreed with you and an organisation that certain information will be shared — for example, attendance, engagement or agreed objectives — we will aim to make the scope of that information clear in advance.

There may be limited circumstances in which we are legally required or otherwise permitted by law to disclose information.

7. GROUP COACHING AND CONFIDENTIALITY

Some of our programmes involve group coaching.

This means that other participants may hear information that you choose to share during a live group session.

All participants are required under our programme Terms & Conditions to respect the confidentiality of information shared by other participants and not to disclose it outside the group.

However, because other participants are independent individuals, we cannot guarantee the actions of another participant.

You should therefore use your own judgement when deciding what information you wish to share in a group environment.

8. RECORDING COACHING SESSIONS

We will not record a coaching or group session without informing participants.

If a session is to be recorded, we will explain why the recording is being made, how it will be used and who will have access to it.

Where consent is legally required, we will obtain it before recording.

Recordings containing personal information will be stored appropriately and retained only for as long as reasonably necessary for the purpose for which they were created.

Participants may not independently record or transcribe coaching sessions unless we have expressly agreed to this in advance.

9. WHO WE SHARE INFORMATION WITH

We do not sell your personal information.

We only share personal information, or provide access to it, where reasonably necessary to operate our business, deliver our services or meet our legal obligations.

The third-party services we currently use may include:

- **Stripe** — to securely process online payments;
- **Acuity Scheduling** — to manage appointments and bookings;
- **Zoom** — to provide online calls, coaching and programme sessions; and
- **Google** — including Google Forms and related Google services, which we may use to collect and securely store programme questionnaires, audits and other information you choose to provide.

These providers may process personal information on our behalf or, in some circumstances, act as independent data controllers. Their handling of personal information is also governed by their own privacy policies and data protection obligations.

We may also use professional service providers such as accountants, bookkeepers, lawyers, technology providers or other suppliers where reasonably necessary to operate our business, comply with our obligations or obtain professional advice.

Access to client and participant information within The Inner Impact is restricted to Claudia Curran and any employees, contractors or professional advisers who have a legitimate need to access that information in order to perform their role.

Anyone given access to confidential client or participant information is required to respect its confidentiality and, where appropriate, is subject to contractual confidentiality obligations.

We may also disclose personal information where required by law or where reasonably necessary to establish, exercise or defend our legal rights.

We only share the information reasonably necessary for the relevant purpose.

10. PROGRAMME AUDITS AND QUESTIONNAIRES

As part of a coaching programme, we may invite you to complete an audit, questionnaire or reflection exercise before or during our work together.

These exercises are designed to help us understand how you currently think, work, respond to situations and approach your professional development so that our coaching can be more relevant and useful to you.

Your responses may contain personal information and will be treated as confidential coaching information.

Where Google Forms or another third-party form provider is used, your responses may also be processed and stored through that provider.

We ask you not to include unnecessary identifying, confidential or sensitive information about other individuals in your responses.

Information provided through programme audits will only be accessed by people who reasonably require access for the delivery or administration of your coaching or programme.

11. PAYMENT INFORMATION

Online payments may be processed through **Stripe** or another payment provider identified to you at the time of purchase.

The payment provider processes your payment information in accordance with its own privacy and security requirements.

We do not normally receive or store your complete credit or debit card information.

We may retain information relating to your purchase, such as the amount paid, date of purchase, service purchased, payment status and billing details, where reasonably necessary for administration, accounting, tax and legal purposes.

12. INTERNATIONAL TRANSFERS

Some of the technology providers we use may process or store personal information outside the United Kingdom.

Where your personal information is transferred internationally, we will take appropriate steps required by UK data protection law to ensure an appropriate level of protection.

Depending on the destination and provider, this may include relying on UK adequacy regulations or approved contractual safeguards.

13. HOW LONG WE KEEP YOUR INFORMATION

We only keep personal information for as long as reasonably necessary for the purpose for which it was collected, including satisfying legal, tax, accounting and regulatory requirements and dealing with potential legal claims.

Different categories of information may therefore be retained for different periods.

When determining how long to retain information, we consider:

- why the information was collected;
- whether we continue to need it;
- the nature and sensitivity of the information;
- applicable legal and regulatory requirements;
- appropriate professional and business record-keeping requirements; and
- whether it may reasonably be required to establish, exercise or defend legal claims.

We will not retain detailed coaching information simply because it may potentially be useful in the future.

Where information is no longer reasonably required, we will delete, anonymise or securely dispose of it where appropriate.

14. HOW WE PROTECT YOUR INFORMATION

We take appropriate technical and organisational measures to protect personal information against accidental loss, misuse, unauthorised access, alteration or disclosure.

Access to confidential client and participant information is restricted to those who have a legitimate reason to access it.

Employees and contractors who are given access to confidential client information are required to maintain its confidentiality and may be subject to contractual confidentiality obligations.

We also take reasonable care in selecting the third-party technology providers we use to process or store personal information.

No online system can be guaranteed to be completely secure, but we take measures appropriate to the nature and sensitivity of the information we process.

15. MARKETING

We may send you information about The Inner Impact, our programmes, events or services where you have consented to receive marketing or where we are otherwise legally permitted to contact you.

You can unsubscribe from marketing communications at any time by using the unsubscribe link contained in the communication or by contacting:

claudia@theinnerimpact.com

Unsubscribing from marketing will not prevent us from sending you service-related communications about coaching, a programme or another service you have purchased or requested.

16. COOKIES AND WEBSITE ANALYTICS

Our website may use cookies and similar technologies to operate correctly, understand how visitors use the website and, where applicable, support marketing activities.

Where required, we will ask for your consent before placing non-essential cookies on your device.

You can manage your cookie preferences through the cookie controls made available on our website.

Further information about the cookies we use may be provided in our Cookie Policy or cookie settings.

17. YOUR DATA PROTECTION RIGHTS

Depending on the circumstances, UK data protection law gives you rights in relation to your personal information.

These may include the right to:

- ask for access to personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete personal information in certain circumstances;
- ask us to restrict the way we use your information in certain circumstances;
- object to certain processing;
- request the transfer of certain information to you or another organisation;
- withdraw consent where our processing is based on consent; and
- raise concerns about how your information is being used.

These rights are not absolute and whether a particular right applies will depend on the circumstances.

To exercise your rights or ask us a question about your information, please contact:

claudia@theinnerimpact.com

We may need to verify your identity before responding to a request.

18. COMPLAINTS

If you have concerns about how we collect or use your personal information, please contact us first so that we have an opportunity to address them.

You also have the right to make a complaint to the **Information Commissioner's Office (ICO)**, the UK's supervisory authority for data protection.

Information about your rights and how to make a complaint is available from the ICO.

19. THIRD-PARTY LINKS AND SERVICES

Our website and communications may contain links to websites, platforms or services operated by third parties.

Those organisations are responsible for their own privacy practices, and we encourage you to review their privacy information when using their services.

20. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time, including where our services, technology providers or legal obligations change.

The current version will be made available on our website, and the date at the top of the policy will show when it was last updated.

Where appropriate, we will bring material changes to your attention.

21. CONTACT US

If you have questions about this Privacy Policy, how we use your personal information or information we hold about you, please contact:

Claudia Curran
The Inner Impact
claudia@theinnerimpact.com