

Let's Get Back *to You*

Let's Get Back to You Privacy Policy

Last updated: 11/08/2026

This Privacy Policy explains how Amy Carruthers ("I", "me", or "my") collects, uses, and protects your personal information when you visit www.letsgetbacktoyou.co.uk or interact with me online.

Who I am

I'm Amy Carruthers, a life and wellbeing coach based in the UK. I'm committed to protecting your privacy and handling your data with care, transparency, and integrity.

The information I collect

I may collect and store the following types of personal data:

- Name and email address — when you sign up for my newsletter, email me directly or fill out a contact form (on my website or via my life coach directory profile).
- Name, email address, phone number and postal address- when you sign up for 1:1 coaching with me.
- Payment information — when you make a purchase or booking through Stripe (I never see or store your card details directly).
- Technical data — such as cookies, IP address, and usage information collected through Google Analytics and Wix, to help me understand how my website is used and to improve your experience.
- Session notes: in line with coaching best practice I may take notes relating to the content of our coaching sessions. These notes may be used for reference purposes to inform our ongoing work, or as part of my safeguarding policy (if appropriate). All notes are anonymised and stored securely in line with GDPR regulations.

How I collect information

Your information is collected when you:

- Fill out a contact form on my website,
- Subscribe to my newsletter or mailing list,
- Use the email button on my life coach directory profile,
- Email me directly using the contact details on my site,
- Book a discovery call with me via Paperbell,
- Purchase a coaching package or make a booking using Paperbell,
- Browse my website (via cookies and analytics tools).

How I use your information

I use your data to:

- Respond to messages or inquiries,
- Send newsletters, updates, or resources (only if you've opted in),
- Process payments or manage bookings,
- Improve website performance and user experience,
- Comply with legal obligations, including safeguarding.

I do not sell or rent your data to anyone.

Third-party services

I use trusted third-party tools to operate my business. These may process your data on my behalf, but only as needed to provide their service:

- Wix – website hosting and contact form management
- Paperbell- client support services, including: discovery call bookings, session bookings, package purchases, email automations and text based appointment reminders, payment handling (via stripe), contract and (pre coaching) questionnaire delivery.
- Stripe – secure payment processing
- Google Analytics – tracking website traffic and performance

Each provider has its own privacy policy outlining how they handle your data.

Cookies

This website (www.letsgetbacktoyou.co.uk) uses cookies to function properly and to analyze traffic through Google Analytics. You can manage or disable cookies through your browser settings at any time. For more details, visit <https://www.allaboutcookies.org>.

Your data rights

Under UK and EU data protection laws (GDPR), you have the right to:

- Access the personal data I hold about you,
- Request correction or deletion of your data,
- Withdraw consent at any time,
- Object to processing or request data portability.

To exercise these rights, please contact me at welcomehome@letsgetbacktoyou.co.uk.

How I protect your data

Your personal data is stored securely and only for as long as necessary. I take reasonable technical and organizational measures to protect your data against unauthorized access, loss, or misuse.

Data transfers outside the UK/EU

Some third-party providers may store or process data outside the UK/EU. When they do, they comply with GDPR-approved safeguards such as Standard Contractual Clauses to keep your information secure.

Changes to this policy

I may update this Privacy Policy occasionally to reflect legal changes or business updates. The most recent version will always be available at www.letsgetbacktoyou.co.uk (privacy policy).

Contact

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact: welcomehome@letsgetbacktoyou.co.uk