



Pinnacle Coaching and Development Privacy Policy

Updated 08/09/2026

Our contact details

Name: Gary Armstrong

Address: Tudor House, Batts Corner, Farnham, Surrey, GU10 4EX.

E-mail: gary@pinnaclecoaching.net

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses
- Occasionally and with your consent: Named psychometric profile or assessment tool results
- Occasionally and with your consent: CV or resumés featuring personal information
- Occasionally and with your consent: transcripts of one-to-one interviews used to create 360 feedback summaries and similar documents
- Where appropriate: contact details for an organisational or nominated duty-of-care contact





How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You or your employing organisation shared your name and email address
- You booked a coaching session or meeting via email, our website or using Calendly

We use the information that you have given us in order to:

- Contact you to schedule and follow up on coaching sessions
- Deliver career, personal and leadership development coaching services
- Plan and deliver learning and leadership development events
- Create 360 feedback summaries and similar documents from one-to-one interview transcripts
- Contact a nominated person where necessary to meet coaching-related duty-of-care responsibilities
- Sending invoices
- Support Gary Armstrong's ongoing Accreditation with the International Coaching Federation (ICF)
 - This requires storing your email address, the day and length of each coaching session in a secure electronic format
 - These data will only be reported externally to the ICF in aggregate form and will be retained for a period of 7 years after each session at which point any personally identifiable data will be deleted

We may share this information with assessment or psychometric profiling companies. This is currently limited to:

- The Myers-Briggs Company Limited, Elsfield Hall, 15-17 Elsfield Way, Oxford, OX2 8EP. T: +01865 900813
- Zircon Management Consulting Ltd, Marine House, 151 Western Road, Haywards Heath, RH16 3LH. T: +020 8645 0222
- C-me Colour Profiling, 124 Wells Road, Bath BA2 3AH. T: +44 (0)1225 594194

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting gary@pinnaclecoaching.net





How we store your personal information

Your information is securely stored in:

- Microsoft office files in a OneDrive
- Transcripts of one-to-one interviews may initially be collected and stored within a Microsoft Teams application and will then be stored within our Microsoft environment
- In the stored email address in the Outlook email application on a secure password protected laptop

These are accessible only to Gary Armstrong of Pinnacle Coaching and Development.

We keep personal identifiers, email addresses and dates of coaching sessions for 7 years in line with advice from the Association for Coaching. We will then dispose your information by removing your name and email address from any logs and databases and deleting any relevant electronic files.





Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at the following address if you wish to make a request:

Name: Gary Armstrong

Address: Tudor House, Batts Corner, Farnham, Surrey, GU10 4EX.

E-mail: gary@pinnaclecoaching.net





How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Name: Gary Armstrong

Address: Tudor House, Batts Corner, Farnham, Surrey, GU10 4EX.

E-mail: gary@pinnaclecoaching.net

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

