



Mark Ricketts Coaching Academy

Privacy Policy



Last updated: [1 July 2026]

1. Who we are

This Privacy Policy explains how **Mark Ricketts Coaching Academy** (which also runs the **Baller Tots** programme) collects, uses, and protects your personal information. You can contact us at **MRCoachingAcademy@Gmail.com** with any questions about this notice or how we handle your data.

2. Information we collect

We collect personal information that you provide to us when you register or take part in our coaching sessions, including:

- Parent or guardian name, contact number and email address
- Emergency contact name and number
- Child's name, age and date of birth
- Information about any allergies or relevant health issues
- Payment details (if paying through Square, Stripe or GoCardless)
- Photos or videos of sessions (only if you have given consent for your child to appear)

3. How we collect information

We collect data directly from you through registration forms, through communication on social media, and when you make payments using Square, GoCardless or Stripe.

4. How we use your information

We use your information to:

- Register and manage your child's participation in coaching sessions
- Contact you about classes, schedule changes, or emergencies
- Process payments for sessions
- Keep attendance and safety records
- Share photos or videos on social media (only with consent)

5. Lawful basis for processing

We process personal data on the following bases under UK GDPR:

- **Contract** – to provide coaching sessions you have registered for
- **Legal obligation** – to keep child safety and accident records
- **Consent** – for photography or marketing use of images

- **Legitimate interests** – to manage and grow our coaching business responsibly

6. Payment processing

Payments are securely handled through:

- **Square** (for in-person or class booking transactions)
- **Stripe** (for class booking transactions)
- **GoCardless** (for in-person or payment link transactions using ‘Pay by Bank’)

We do not store or have access to your full payment card or bank details. These are processed securely by our payment providers in line with their own privacy policies.

7. Data sharing

We only share data with trusted service providers as necessary to run our services:

- **Google Workspace** (for secure storage of registration forms, emails and class information)
- **Setmore** (Booking information)
- **Happity** (Booking information)
- **JotForm** (Booking information)
- **Square, Stripe and GoCardless** (for payment processing)

These providers are GDPR-compliant and only process information on our behalf. We do not sell or share your data with third parties for marketing.

8. How long we keep your data

We keep registration information for up to **12 months after your child’s last session** unless required longer for legal or safeguarding purposes.

Photos or videos shared on social media will remain visible unless you withdraw your consent.

9. Your rights

You have the right to:

- Request a copy of your personal data
- Ask us to correct or delete your information
- Withdraw consent for use of photos or marketing materials
- Complain to the **Information Commissioner’s Office (ICO)** if you believe your data has been mishandled (www.ico.org.uk)

10. Contact

If you have any questions about this policy or wish to exercise your rights, please contact:

Mark Ricketts Coaching Academy

Email: **MRCoachingAcademy@gmail.com**