Privacy Policy

Last updated: 18 November 2026

Thank you for choosing to be part of our community at **OnPoint Coaching** ("**we**", "**us**", or "**our**"). Your privacy is important to us. If you have any questions or concerns about this policy, or our practices regarding your personal information, please contact us at sam@onpoint-coaching.co.uk.

This policy explains how we collect, use, and protect your personal data when you visit our website www.onpoint-coaching.co.uk, use our services, use the OnPoint app (app.onpoint-coaching.co.uk), fill in forms, receive communications, or interact with our advertising (collectively, the "**Site**").

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1. What information do we collect?

We collect personal information in three main ways:

a. Information you provide directly

This may include:

- Name, email address, phone number, postal address
- Form submissions (e.g. booking or contact forms)
- Parent or guardian contact details (for under-18s)
- Training or performance data
- Health or injury information relevant to coaching
- Session notes, goals and training records (in the OnPoint app)
- Marketing preferences

b. Information collected automatically

This includes:

- IP address, browser type, and device data
- Pages visited and time spent on site
  Location data (where applicable)
- Cookies and tracking data (e.g. from Wix Analytics, Meta Pixel, Google Ads)

c. Information from third parties

We may receive limited data from:

- Social media platforms
- Google Ads and Meta for remarketing
- Email and CRM tools integrated with Wix

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2. How do we use your information?

We use your data to:

- Provide and manage coaching services
- Communicate with you (e.g. session details, updates)
- Run the OnPoint app: session cards, goals, training programmes and session reminders
- Send marketing emails, if you opt in (via Wix Email Marketing)
- Analyse usage to improve our website and services
- Manage advertising (e.g. Google Ads or Facebook remarketing)
- Comply with our legal obligations

We only send promotional emails with your active consent, and you can opt out at any time.

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3. Do we share your information?

We do not sell your data. We may share your information with trusted service providers where necessary, such as:

- **Wix.com** (for web hosting, email, and form storage)
- **Stripe** (for secure online payments)
- **Google and Meta** (for advertising and analytics)
- **Google Drive** (for internal data storage)
- **Supabase and Cloudflare** (to run the OnPoint app)
- **Google Gemini** (to transcribe the coach's voice notes after sessions)
- **Authorities** when legally required (e.g. safeguarding or court orders)

These providers are required to protect your information and only use it for the purposes we specify.

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4. Who do we share your data with?

We may share your data with:

- **Wix** – web hosting, form handling, and email tools
- **Stripe** – payment processing
- **Meta (Facebook/Instagram)** – targeted advertising
- **Google Ads & Analytics** – campaign tracking and performance
- **Google Drive** – secure document storage
- **Supabase** – stores the OnPoint app's data and logins, on servers in London
- **Cloudflare** – delivers the OnPoint app

- **Google Gemini** – transcribes the coach's voice notes and drafts session cards, which the coach checks before they are shared
- **Usercentrics** – the cookie consent banner on our website
- **Starling Bank** – our business bank, which shows the name and amount of each payment

Wherever possible, we minimise the personal data shared.

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5. Do we use cookies and tracking technologies?

Yes. Our Site uses:

- **Essential cookies** – for secure functionality
- **Performance cookies** – for visitor analytics
- **Marketing cookies** – for advertising purposes (Google Ads, Meta Pixel)

You can manage cookie preferences when visiting our Site or through your browser settings. For more information, please see our Cookie Policy.

Our website's cookie banner (provided by Usercentrics) asks for your consent before any analytics or marketing cookies are set, and you can change your choice at any time. The OnPoint app uses no analytics or marketing cookies: it only stores what it needs to work, such as keeping you signed in.

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6. Wix Forms and Email Marketing

When you submit a form on our site (e.g. to book a session or join a mailing list):

- The information is stored securely by **Wix**
- You will only be contacted for marketing purposes if you explicitly opt in
- All marketing emails contain an unsubscribe link

You can request access to or deletion of your data at any time.

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7. How long do we keep your data?

We keep personal information for these periods:

- Coaching records (session cards, goals, training programmes and attendance): while your child trains with us, then 2 years after their last session, when they are deleted automatically
- Safeguarding records: as our Safeguarding Policy and the law require
- OnPoint app logins: until you ask us to remove them, or 2 years after the last session
- Enquiries that don't lead to coaching: 2 years
- Voice notes recorded by the coach after sessions: deleted as soon as they are written up
- Backups of the OnPoint app: the last 12 monthly copies

You can ask us to delete your data sooner at any time, unless the law requires us to keep it.

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8. How do we protect your data?

We use technical and organisational safeguards such as:

- SSL encryption and secure hosting
- Password protection and access restrictions
- In the OnPoint app, each family can only see their own children's information
- Data minimisation practices

While no system is 100% secure, we work to protect your information to the best of our ability.

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9. Do we collect information from children under 18?

Yes, but only with parent or guardian consent.

As a provider of youth coaching services, we collect personal information about children under 18, including:

- Name, date of birth, contact details
- Health or injury information
- Performance data
- Session cards, goals and training records (in the OnPoint app)

We will only collect, store or use a child’s personal data with the **explicit consent of a parent or legal guardian**. This information is used strictly for coaching and safeguarding purposes.

If you are a parent or guardian and have questions about your child's data, contact us at sam@onpoint-coaching.co.uk.

In the OnPoint app, players aged 13 and over can have their own login, which a parent sets up, and under-13s use the app with a parent. Parents can always see their under-18s' app, and only parents can message us through it. The app's own privacy notice, at app.onpoint-coaching.co.uk/privacy, explains this in full.

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10. Your data protection rights

You have the right to:

- Access the personal data we hold about you
- Correct inaccurate or outdated data
- Request erasure (in certain cases)
- Withdraw consent (where applicable)
- Object to or restrict certain types of processing
- Lodge a complaint with the **Information Commissioner's Office (ICO)** www.ico.org.uk

To exercise your rights, please email us at sam@onpoint-coaching.co.uk.

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11. Do-Not-Track (DNT) features

Some browsers offer DNT settings. Currently, our website does not respond to these signals, but you can manage cookies via your browser or our site banner.

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12. Updates to this policy

We may update this Privacy Policy as needed. The revised version will be posted with an updated "Last updated" date. Where appropriate, we will notify you directly of significant changes.

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13. Contact us

OnPoint Coaching
sam@onpoint-coaching.co.uk

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14. Review, update, or delete your data

Visit: https://www.onpoint-coaching.co.uk/contact
We aim to respond to all requests within 30 days.