

PRIVACY POLICY

The GDPR, General Data Protection Regulation, was approved by the EU Parliament on 14 April 2016 and comes into law on 25th May 2018. This Privacy Policy explains what data is kept, when and for which reasons and how it is used .

Your privacy and confidentiality is vitally important and key to forming and sustaining a trusting relationship between coach and coachee. Therefore, the information collected is used solely for the benefit of your coaching to assist you in reaching your goals.

As a Full Member of the Professional Body - Association for Coaching - I (Lucy Seifert) abide by their ethics, principles and guidelines.

What personally identifiable information do I collect?

Contact details: When you sign up for the Newsletter via the website, your name and email address will be stored in Mailchimp. This software is password protected.

When you become a client, your name, address, email address and mobile number will be taken. I usually take the mobile, not the landline number, unless you prefer the landline, so that you are the person who answers the phone.

CV/Career: If you are a client who has requested to work on your CV, I will also hold information on your career that you have provided, your employers, employment addresses, and other information usually contained in a CV.

Questionnaire: I also invite new clients to complete a brief coaching questionnaire to answer queries about initial coaching goals, along with other questions directly related to the coaching they are seeking. There is also an opt out on the form, so that if there are any questions other than contact details you prefer not to answer, you may leave that section blank. There is also information contained in our exchange of emails which is kept as applicable for the advancement of the coaching.

Session notes: During sessions I take notes to assist the coaching. These are kept during coaching only as handwritten notes and are kept locked surely in a cabinet.

Summary notes: These are brief notes of themes and actions written after each session & are held online. They are not shared with any other party.

How is the information used?

Newsletter sign-ups: when you sign up on the website, your contact details are used to send you occasional Newsletters, approximately monthly, but may be more or less often.

Clients: the contact details are used to keep in touch about your coaching, which is mainly by email, text or phone, to send you newsletters, emails and other information to enhance coaching progress.

Information may be sent to you for the benefit and enhancement of your coaching, to provide you with relevant information, related services and offers that may be of interest to you or that you have specifically requested. I also ask at the start of coaching whether you would like to receive information/Newsletters on personal development topics to enhance your coaching. If you decide you don't wish to receive them, it is simple to unsubscribe. I will also notify you of any changes in the services offered. I may also ask you for feedback as to how you are getting on and how you find the coaching. Should you provide a testimonial, it will only be placed on the website and used for marketing with your consent.

Notes, sessional & summary, are essential and exclusively for the success of your coaching, ensuring a brief, accurate record, notes of actions & issues to be covered. They are not used for any other purpose and are never shared.

The only time I would use your home address is with your agreement when you want something posted or we agree to post material.

Do I share information?

I do not share your information.

In theory, there could arise a situation where you specifically request that your information be passed on, for example to a recruiter or someone who could assist in your career advancement. However, this is unlikely, and would only occur at your request, as I would ask you to pass on information yourself.

The only person who may have access to your name and email address is the person managing Mailchimp for me. They do not have access to any other information about you and also take a confidentiality agreement with me not to use or divulge contact details to a third party.

In addition, I take a confidentiality agreement with clients that I will not divulge your personal information to a third party, not to name you in any conversation, nor to refer to you in a way that makes you or your situation identifiable. I take this very seriously.

Where an individual is referred by their organisation, and the organisation is paying for the coaching, there is sometimes a requirement by the person buying in the coaching eg a manager or HR, to have feedback from the coach about the progress of the individual, either verbally or in writing. The coachee will know this and ideally we discuss the feedback or the coachee will give feedback to their employer.

There is one exception, which follows the professional guidelines of coaching eg Association for Coaching, that a third party may be contacted, such as a doctor, if the individual is deemed to be a risk to themselves or to others, ideally with the agreement of that individual.

How long do I keep the information?

Session notes: During session. I keep a few, essential hand written session notes during the period of seeing a client and for a period after the final coaching session in case they return to look further at an issue already discussed or they have indicated they will return. If notes are no longer needed, they may be shredded even though the client-coaching relationship still continues.

Summary notes: after the session, brief headline notes are taken and kept for a fixed period after the client has finished coaching in case they return, as long as is deemed appropriate, which may be more or less than the fixed period.

Enquirers: I note enquirers' information then destroy it if they do not book coaching within a month of their enquiry. After that hard copy notes are shredded and digital notes deleted.

I keep an anonymous record of hours and themes covered in coaching in case this is required as evidence of experience by Professional Bodies, such as to apply for membership.

Security

Digital information is protected by Avira and passwords.

All hard copy notes are kept securely in a locked, office cabinet.

Mailchimp participates in and has certified its compliance to the Privacy Shield framework.

Updates

This policy may be updated, if deemed necessary and to maintain compliance.

© Lucy Seifert Life Coach London March 2019