

Privacy Policy

Values that underpin our approach

- User privacy and data protection are human rights
- We have a duty of care to the people within our data
- Data is a liability, it should only be collected and processed when necessary
- We will never sell, rent or otherwise distribute or make public your personal information

Our business is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- [UK Data Protection Act 1988 \(DPA\)](#)
- [EU Data Protection Directive 1995 \(DPD\)](#)
- [EU General Data Protection Regulation 2018 \(GDPR\)](#)

What is personal data?

Personal data is any personal information that could be used to identify you directly or indirectly.

What data do we keep and why?

- **Contact details:** Your full name, address, email address, phone number, doctors number, all of which are provided by you at your own discretion. If you engage any of our services your data will be stored on an agreement form on a computer with a password.
- **Notes from the pre-coaching call:** These notes will be destroyed if we decide not to begin working together. They will be added to your coaching notes if and when we begin work.
- **Coaching notes:** are coded rather than listed with your name. They may contain brief details of the topic discussed and any action agreed. This is to enable the coach to stay aligned with the work with you. You are at liberty to request any notes that we have kept during the course of your work with us. It is a requirement of our professional indemnity insurance policy to note if there is anything pertinent on the lifestyle/medical history where appropriate to the service being given with a brief description of the service you receive. Client consultation records are retained for a period of five years after the work coming to an end.
- **Reflection and Preparation forms:** not a compulsory part of the work but can enable you to reflect on and deepen your awareness and track your own progress through the coaching. You do not have to share these with your coach, but if you do they will be kept without details of your name and in a coded folder on a password-protected computer. They will be destroyed at the end of our work together.

Would your data ever be shared?

Your data will never be shared with third parties for commercial purposes. It would only be shared if there were immediate risk of substantial harm to self or others, or under a legal requirement, e.g. terrorism, drug money laundering, or via court order for disclosure.

Your rights under data protection law

- To access a copy and explanation of your personal data
- To request correction or erasure

Should you choose to contact us using the email address on the contact page of our website none of the data that you supply will be stored by this website or passed to / be processed by any third party data processors.

The data controller of Carolyn Mumby Consultancy is: Carolyn Mumby, 70 Ashmead Road, SE8 4DX

- I agree to the processing of my personal data according to the privacy policy outlined above

Signed:

This privacy policy was last updated on 22 May 2018