

## Privacy Policy

### Introduction

JP Parent Coaching knows the value of your privacy, and we have created this privacy policy to ensure that you understand our policies and procedures, what personal information you may provide if you wish to use our services (and this site) and, ultimately, how we use such personal information.

### Information Collected by JP Parent Coaching

JP Parent Coaching will only use the personal information we collect to contact you about our products and services if you have provided us explicit permission to do so. We do not give your information to third parties. Unless you consent to the disclosure of your personal information, only we and our technical support have access to this information.

You may give us information about you by filling in forms on our site, booking onto workshop via Eventbrite or by corresponding with us by phone, e-mail or otherwise. We will only use that information as we specifically state when you provide that information or as set out in this policy. Some examples of the information we collect and how we use it are:

**E-mail and other business and contact details:** Clients will send us their contact details and the contact details of members of their family in order to run programmes and arrange meetings and consultations. We will only use this information to enable individuals to participate in coaching and consulting and to attend events as requested. This information will be stored on password protected computers and may also be stored on the smart phone of a team member, especially Julia Philpott.

E-mail contact with coaching clients will be stored for a reasonable amount of time following the completion of the programme – usually not more than three years.

**Coaching records:** Data, records and subjective reflections written, recorded or captured in coaching sessions will be treated with great care and confidentiality. Records on computers will be password protected; hand written records will be carried and stored with care. When stored in the office they will be in locked files.

## **Storage, security and transfer of personal data**

We understand our obligation under the GDPR to ensure that appropriate technical and organisational measures are taken to prevent unauthorised or unlawful processing, loss, damage or destruction of personal data. Therefore, we will do our utmost to ensure that relevant personal data is in a secure location, only accessed by authorised individuals, only processed by authorised individuals and cannot be lost, damaged or destroyed.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, in line with GDPR, as set out above.

The data that we collect from you will not be transferred to, and stored at, a destination outside the European Economic Area ('EEA').

By submitting any of your personal data, you agree to this transfer, storing or processing.

## **Objections to Processing**

We will inform you (before collecting your data) if we intend to use your data for marketing purposes or if we intend to disclose your information to any third party for such purposes. You have the right to ask us not to process your personal data for marketing purposes. You can do this by checking certain boxes on any forms we use to collect your data or by contacting us at [enquiries@jpparentcoaching.co.uk](mailto:enquiries@jpparentcoaching.co.uk).

## **Access to personal information, withdrawal of consent, rectification of data and right of erasure**

We will always let you have a copy of personal information we have about you, should you request it. At any time, you may withdraw your consent to us holding data about you or to having information sent to you.

Where you identify that your personal data is incorrect, or incomplete, you can request correction, deletion, or modification of your personal data.

You may request that your data is erased in certain circumstances. Please get in touch at [enquiries@jpparentcoaching.co.uk](mailto:enquiries@jpparentcoaching.co.uk) for any of the above.

## **Questions?**

If you have any questions or complaints relating to this Privacy Policy or how we use the personal information we have about you, please contact us at [enquiries@jpparentcoaching.co.uk](mailto:enquiries@jpparentcoaching.co.uk).

