

## My Privacy Policy

### Privacy Notice

(Why I collect your personal data and what I do with it)

I take your privacy seriously and will only use your personal information to provide the services you have requested of me.

#### Why do I need to collect your personal data?

When you supply your personal details to me they are stored and processed for 4 reasons (the phrases in bold are the relevant terms used in the Data protection Act 2018, which includes the General Data Protection Regulation – i.e. the law):

1. I need to collect personal information so that I can make the sessions bespoke to you and your requirements so as to maximise our sessions and for you to move to your desired outcomes. I will provide you with a contract before our first session that you sign after reading and agreeing with it. You can download and read the contract on the website.
2. I have a “**Legitimate Interest**” in collecting that information, because without it I couldn’t do my job effectively and safely.
3. It is also important that I can contact you in order to confirm your appointments with me or to send you any additional resources or guidance in between sessions. This again constitutes “**Legitimate Interest**”, but this time it is your legitimate interest.
4. I may occasionally send marketing materials with information about promotional events, for example. I also will send emails when I post a new journal entry on my website. I will send you both these emails only if I have your **consent** . You may withdraw this consent at any time – just let me know by any convenient method.

I have a **legal obligation** to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask me to delete your records if you wish.

Otherwise, I will retain your records indefinitely in order that I can provide you with the best possible care should you need to see me at some future date.

Your records are stored:

- on paper, in lockable filing cabinets, at my home office which is not accessible to the public.
- on my computer in the case of correspondence, referral letters, invoices etc. The computer is password-protected and backed up regularly.

I will never share your data with anyone who does not need access without your written consent. Only the following people/agencies will have routine access to your data:

- Me, so that I can provide you with coaching.
- Other administrative persons will not have access to your notes just your essential contact details.
- I use ordinary email to keep in contact with you. Journal entry emails will come via Wix who host my website, if you subscribe.

I believe in being accountable and have a Coaching Supervisor who I consult with from time to time. Whilst these sessions are for me, making sure that I am acting with integrity, I may speak with them about a client(s), where a broad outline may be discussed and no identifying details will be revealed. These sessions are strictly confidential. I can provide you with more information should you require it and this forms part of your signed contract.

You have the right to see what personal data of yours I hold and you can also ask me to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask me to erase your records.

**I want you to be absolutely confident that I am treating your personal data responsibly, and that I am doing everything I can to make sure that the only people who can access that data have a genuine need to do so.**

Of course, if you feel that I am mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to in the jargon as the “Data Controller”. Here are the details you need for that:

Data Controller, (Sandie Cottrell, sandiecottrell@gmail.com)

If you are not satisfied with the response, then you have the right to raise the matter with the Information Commissioner’s Office.

End of Privacy Notice