

PRIVACY POLICY

At JP Coaching (JPC) I am committed to transparency about the data I collect, use, share and store. I want everyone who I interact with to feel that I am careful about what data I hold and how I hold it.

My Privacy Policy sets out the position to the best of my knowledge and is updated as necessary when things change materially. My Privacy Policy was last updated in August 2018.

My Privacy Policy tells you what to expect when I collect personal information. It applies to information I may collect about visitors to my website (www.janeparslow.co.uk) and storing and sharing of data I collect directly.

JPC is registered with the Information Commissioner's Office (ICO), Reference No: ZA453794, where you can inspect the register at any time (www.ico.org.uk)

VISITORS TO MY WEBSITE AND OTHER ONLINE/DIGITAL ACTIVITY

Currently my website, www.janeparslow.co.uk, does not collect any personal information about visitors. Please see the Privacy Policy on the website for further information about cookies, etc.

E- newsletters

I use a third-party provider, Mailchimp, to deliver my e-newsletters containing information about my services, workshops and other events. I gather statistics about email opening and clicks using industry standard technologies to help me monitor and improve my e-newsletter.

FaceBook group

I have a FaceBook group, Put It into Practice, which can be liked or followed by anyone. JPC cannot therefore be responsible for the use of any information that is put on this group. You can unsubscribe from this group at any time via FaceBook.

STORING AND SHARING OF DATA COLLECTED DIRECTLY

Why do I hold data?

I have to hold the details of the people who use my services in order to provide those services. However, I only use these details to provide the service the person has requested and for other closely related purposes. (See the next Section, What Information Do I Store, for details of what I store for coaching clients as well as others who use my services.)

The main reasons for which JPC holds information are:

- Updating subscribers and other interested parties with information about my activities and services
- Providing information on other related topics of interest to those who have provided their information

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What information do I store?

For everyone who has provided their details directly to me (whether through subscribing to the newsletter, in person, through the exchange of business cards, etc.), I store the following information electronically:

- Name (and company name if you have one)
- Email address
- Telephone number
- A note of where your information came from

In addition, if you have provided it, I store:

- Address
- Social media contact details

This information is stored for as long as you are subscribed to my mailing list.

For people who have used my **coaching services** I also store:

- A record of when you have been invoiced and paid
- A record of when you have attended coaching sessions
- A (paper) record of coaching sessions, focusing on action points and items to follow up
- Any other information required by law and/or the professional bodies of which I'm a member

I hold this information for up to seven years after your coaching sessions end, or as required for audit purposes by the International Coach Federation (ICF) or other professional bodies I may become affiliated to. Your individual coaching contract will stipulate any exceptions to this policy.

How do I store and share information?

Information you provide to me is stored in Mailchimp, Microsoft Excel and/or Microsoft Outlook on local PCs, laptops, portable devices and storage drives held by me. My devices are password protected.

Please note that I do not hold bank details unless you have supplied them to me for the explicit purpose of refunds or similar reasons. These are held within my Bank (National Westminster) and nowhere else.

Unfortunately, the sending of information via the internet is not totally secure and on occasion such information can be intercepted. I cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk.

Paper records are kept in a locked filing cabinet within my office premises (which are locked while unoccupied).

I will never share information with any third parties or sell or transfer my e-mail database.

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Where I am legally required to do so, I may provide information about coaching clients to the relevant authorities. Your individual coaching agreement will further specify what circumstances may require disclosure.

I do not share information with any third parties, except for occasionally providing names to venues where I hold workshops or other events. If this is a requirement of the venue, you will be informed.

OPTING OUT

If anyone on my membership and marketing database wishes to unsubscribe they may do so at any time by emailing info@janeparslow.co.uk or by unsubscribing in my mailings. Anyone who has been a client can also contact me to discuss what information should be held and how it should be stored.

ACCESS TO PERSONAL INFORMATION

I try to be as open as I can in terms of giving people access to their personal information. Individuals can find out if I hold any personal information by emailing info@janeparslow.co.uk.

If I do hold information about you, I will:

- give you a description of it
- tell you why I am holding it;
- tell you who it could be disclosed to;

and, if you request it, I will

- let you have a copy of the information.

If I do hold information about you, you can ask me to correct any mistakes or ask for it to be deleted (provided it does not need to be held for professional reasons).

HOW TO CONTACT ME

The person responsible for data held by JPC is Jane Parslow.

If you want to request information about my Privacy Policy, you can email me at info@janeparslow.co.uk or write to:

Jane Parslow
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Brentford
Middlesex
TW8 9PG
UK