



## PRIVACY POLICY

With the introduction of the General Data Protection Regulation, companies have to have a privacy policy. In this policy I describe the data we keep, how we keep it and for what purpose. I also detail how you can contact us if you have any questions or concerns regarding how your data are managed.

### WHO WE ARE

Te Ara Coaching is an Executive Coaching Consultancy which provides coaching and workshops to individuals and businesses. We are based in Milton Keynes, and our address is 1 Beales Lane, Walton Park, Milton Keynes, MK7 7HB. Te Ara Coaching is registered with the Information Commissioner's Office (ICO) – our registration reference is ZA078302 and Catriona McMahon is the data controller.

### WHY WE COLLECT DATA

We hold personal data to help us work and communicate with you.

We collect data:

- at the 'getting to know each other' stage prior to agreeing a contract.
- during the course of the contract, when further data may be collected as we work together.

We hold these data so that we can:

- contact you during the contract for any reason, such as questions or updates
- invoice you for services delivered
- request consent for inclusion in new activities
- comply with legal and regulatory requirements

Where you have given us your consent, your data may also be used to:

- send you our regular blogs and thought pieces
- send you announcements regarding workshops
- respond to with enquiries made through our website.

I participate in coaching supervision. On occasion, I may discuss aspects of our relationship with my supervisor, but I assure you that I do not share any information that may identify who you are.

## WHAT WE COLLECT

The sort of personal information we collect is:

- Name
- Job title, Organisation name and Business address if you are a Corporate Client
- Personal address if you are a Personal Client
- Contact information such as email address and mobile telephone number

From our website, we only collect the information you submit when you complete the contact form or email us directly.

We do collect cookie information from Google Analytics which tells us about the pages you visit on the website, how long you spend on a page and so on – it's useful for us to understand how people use the website and we use this information to help us improve your experience and the resources we provide. Cookies don't tell us who you are, and of course, you can always switch cookies off. Further information about cookies can be found at: <http://www.allaboutcookies.org/>

## HOW LONG WE KEEP THE INFORMATION

Client data is only held as long as we have agreed in our contract, or if there is a legal requirement to keep it for longer. After that, we only keep contact details so that we can keep in touch and send you any information we think will be useful to you. And of course, you can opt out of receiving that information at any time.

## WHO HAS ACCESS TO YOUR INFORMATION

Te Ara Coaching does not share, sell or rent any information we hold about you. You gave us your data for a particular purpose and we treat it with respect and care.

From time to time we might work with some associates who have access to your data but that will only be with your consent as part of the agreement between us. These associates will always be required to keep the data safe and will never use it for their own purposes.

We work with westfourstreet who maintain and host our website and email server. They have their own privacy policy, do not use the data for their own purposes and are required to keep your data safe.

## OTHER WEBSITES

Our website currently does not contain links to other websites. If this were to change and links added, this privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## TRANSFERRING YOUR DATA OUTSIDE OF EUROPE

It is possible that our data is held on servers that are outside of Europe, especially where cloud services are used. Whilst these countries may not be covered by GDPR the organisations usually sign up to an equivalent code or are covered by other data protection legislation.

If you submit personal data to us, you are agreeing that this data can be transferred out of the UK for storage and we will always take steps to ensure your data is still protected and that security measures are in place.

## IF YOU DON'T WANT TO HEAR FROM US:

It's your data and your choice, always.

At the bottom of emailed newsletters, there's a little button labelled 'unsubscribe'. If you unsubscribe we'll take you off the list straight away.

If you email, call or write to me and say 'thank you but no thank you' or words to that effect I'll delete you from my records; and if you think that the data we hold is out of date then please email us straight away and we'll correct it.

## IF YOU ARE UNHAPPY WITH HOW YOUR PERSONAL DATA IS PROCESSED:

If you want to know what data we hold about you, it is your right to ask for this and we'll provide the information to you.

Similarly, if you have a concern about how your data is being managed, email Catriona immediately.

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. The local rate telephone number is: 0303 123 1113.

## UPDATING THE POLICY

Te Ara Coaching is signed up to the ICO newsletters. If and when changes occur, this policy will be updated accordingly. This privacy policy was last updated on 13/6/18

## HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy or information we hold about you either by email ([catriona@te-aracoaching.co.uk](mailto:catriona@te-aracoaching.co.uk)), by phone (07527 328213) or in writing to 1 Beales Lane, Walton Park, Milton Keynes, MK7 7HB.