

Cathie Jeannot Coaching Privacy Policy

Introduction:

Cathie Jeannot is the data controller and is responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

Cathie Jeannot Coaching is committed to respecting the privacy of every client, visitor to the website (www.cathiejeannot.com), and every person using our contact form. The information we collect about you will be used to fulfil the required services and enable us to improve how we communicate with you. By providing us with your data, you warrant to us that you are over 13 years of age.

Contact Details:

Should you have a question about the data we store, our contact details are:

Full name of legal entity: Cathie Jeannot Coaching

Email addresses: cathie@cathiejeannot.com; jeannotbusiness@gmail.com

Website Address: www.cathiejeannot.com

Postal address: 25 Chedworth Place, Tattingstone, Suffolk IP9 2ND

When do we process your personal data?

Personal data means any information capable of identifying an individual. It does not include anonymised data. The information that we collect about you will only be used lawfully (in accordance with the General Data Protection Regulation).

We may process your personal data:

- when you, or an organisation with which you are connected, are our client (see 1 below);
- for marketing, business operation and relationship management purposes (see 2 below); and/or
- when you visit our Website (see 3 below).

1. How we collect and process your personal data when you, or an organisation with which you are connected, are our client:

When you or an organisation with which you are connected (e.g. your employer) engages us to perform services, we may collect certain personal data, by phone, e-mail, mail, contracts, and by other means directly from you, or your organisation. We collect and process personal data including, where applicable:

- your name;
- your employer, your job title and/or position;
- your contact details, including your address (billing address), email address and phone number;
- your status as a director of a company;
- your status as a beneficial owner of a company;

- financial information, including information necessary to make or receive payments to and from you such as your card details, and for the purposes of fraud prevention and in order to supply the services you have purchased and to keep records of such transactions;
- details of your correspondence and communications with Cathie Jeannot Coaching (see consultation data below);
- publicly available information; and
- any information which is provided to us by you or on your behalf;
- **Consultation Data:**
 - If you take part in “Clarity Calls” or client sessions with us, then you will be required to acknowledge that we will take notes relating to our conversation during the session, and that these notes may contain sensitive data in order to provide a high level of coaching services. Notes must be taken and retained for at least seven years for insurance purposes. Handwritten notes will be stored securely at the postal address of Cathie Jeannot Coaching, or will be digitised, and securely password protected.
 - You may be asked to provide written feedback in relation to your coaching in a form. These responses will also be retained for at least seven years for insurance purposes.
 - On occasion we may request your permission to record a session. This will be for our own review of the session, or to be played to supervisors for assessment/accreditation purposes. This data will only be shared with a third party upon your consent, which in this case is to obtain accreditation or to develop our own coaching skills.

We process this personal data according to the following legal basis: **entering into and performing a contract:** We process your personal data where it is necessary to enter into and perform our contract with you, and in particular:

- to incept you or your organisation as our client through the provision of a contract for services and Cathie Jeannot Coaching Terms and Conditions;
- to provide the services or matters that have been requested;
- managing and administering your or your organisation’s business relationship with Cathie Jeannot Coaching, including processing payments, accounting, auditing, billing and collection and support services; and
- for purposes related and/or ancillary to any of the above or any other purpose for which your personal data was provided to us.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, the consequence for not doing so is that we will not be able to perform the services for which you or your organisation engage us.

2. How we collect and process your personal data for marketing, business operation and relationship management purposes:

We may collect your personal data for marketing, business operation and relationship management purposes when you or your organisation:

- enquire about engaging us to provide advice or professional or services;
- communicate with Cathie Jeannot Coaching;

- visit our premises;
- work with us or supply us with services, or offer to;
- when you supply your personal data to us via our Website, email, in person, by telephone or otherwise;
- when you subscribe to, or express interest in, any of our newsletters or mailing lists, and
- when you attend, or express an interest in, any of our events or seminars.

For marketing, business operation and relationship management purposes, Cathie Jeannot Coaching will collect and process personal data including:

- your name;
- your employer, your job title and/or position;
- your contact details, including your address, email address and phone number;
- your business activities and your areas of interest; and
- information relating to your subscription to, receipt of or interest in any of our mailing lists, newsletters or events.

We process this personal data according to the following legal basis: **legitimate interests**: We have legitimate interests in:

- promoting Cathie Jeannot Coaching;
- inviting you to events, seminars, webinars and meetings;
- developing and maintaining relationships with business contacts (including you);
- conducting administrative and operational processes within our business;
- managing and administering our relationship with our business contacts and with our clients;
- sending you marketing communications, material, newsletters, updates and other information; and
- monitoring and analysing your reception of, and interest in, material we send you.

When we process your personal data based on our legitimate interests, we make sure to consider and balance any potential impact on you and your data protection rights. We will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted by law).

Under the Privacy and Electronic Communications Regulations (PECR), we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. However, you can still opt out of receiving marketing emails from us at any time.

If you wish to opt out of receiving marketing emails, newsletters or other such communications, you may do so at any time by emailing us at cathie@cathiejeannot.com. Similarly, if you wish to exercise your rights as a data subject over any of this Personal Data you may do so by emailing cathie@cathiejeannot.com. For more on exercising your data subject rights please see 'Your Legal Rights' below.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases of services.

3. How we collect and process your personal data when you visit our website

When you visit our Website (cathie@cathiejeannot.com), we will collect and process personal data including:

- the name of the domain and host from which you access the internet;
- the internet protocol (IP) address of the computer which you are using;
- the browser software you are using;
- the operating system you are using; and
- the date and time at which you are accessing the Website.

We process this personal data according to the following legal basis: **legitimate interests**: We have legitimate interests in:

- providing you with access to our Website and enabling you to use it;
- conducting administrative and operational processes within our business;
- protecting the security and integrity of our online platforms, IT systems and other systems;
- providing, improving, monitoring and testing the effectiveness of our Website;
- ensuring the content on the Website is presented in an effective, accessible and user-friendly format; and
- monitoring metrics such as numbers of visitors, traffic data and demographic patterns.

The type of information that we will collect on you, and you voluntarily provide to us on our website contact form at (www.cathiejeannot.com) is:

- Email address
- Name
- Subject
- Your Message

Third Party Links:

This website (www.cathiejeannot.com) may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Embedded content from other websites:

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if

the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website. Please refer to our full cookies policy displayed alongside this privacy policy.

Personal data which you provide to us:

It is your responsibility to ensure that all personal data you provide us with is complete, accurate and up-to-date in all respects and not misleading. Our ability to provide our advice and services, and the quality thereof, may be negatively affected if you fail to do so. Please let us know if at any time your personal information changes by emailing us at: cathie@cathiejeannot.com

You may provide personal data about yourself or about other people to us during the course of our dealings with you. Whenever you provide us with personal data about another person, you must ensure that you are entitled to disclose the personal data relating to that other person to Cathie Jeannot Coaching and that we may process that personal data in accordance with this Privacy Policy without having to take any further steps. It is your responsibility to ensure that the person concerned is aware of the content of this Privacy Policy.

We expect the information we hold to be accurate and up to date. You have the right as an individual to find out what information we hold about you and make changes if necessary; you also have the right, assuming we are not obligated by law to refuse, to ask us to stop using the information. To have your information removed or rectified, please contact cathie@cathiejeannot.com.

We will only use your personal data for a purpose it was collected for. For more information on this please email us at cathie@cathiejeannot.com. If we need to use your details for an unrelated new purpose, we will let you know and explain the legal grounds for processing.

Data Retention:

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements:

- For tax purposes the law requires us to keep basic information about our clients (including Contact, Identity, Financial and Transaction Data) for six years after they stop being clients.
- For insurance purposes, consultation notes need to be kept for seven years after the client stops being our client.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Sharing and disclosure of your personal data:

All data is retained exclusively within the United Kingdom, or transferred to 'third countries' where 'adequacy of protection' or specific certification as defined by The GDPR has been confirmed. This information will only be disclosed to associated companies, partners, and other companies with which Cathie Jeannot Coaching has arranged services on your behalf. You will be provided with a data protection and privacy notice ahead of any of your personal information being shared.

We may have to share your personal data with the parties set out below:

- Service providers who provide IT, backup and system administration services
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities
- Third parties to whom we sell, transfer, or merge parts of our business or our asset.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Your Legal Rights:

Under the General Data Protection Regulation you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent. You can see more about these rights at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

If you wish to exercise any of the rights set out above, please email us at cathie@cathiejeannot.com . You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

Data Security:

Cathie Jeannot Coaching takes precautions, including administrative, technical, and physical measures, to safeguard your data against loss, theft, and misuse, as well as against unauthorised access, disclosure, alteration, and destruction.

Cathie Jeannot Coaching uses industry-standard efforts to safeguard the confidentiality of data. We have implemented reasonable administrative, technical, and physical security controls to protect against the loss, misuse, or alteration of your data.

Changes to this Privacy Policy:

We may amend this Privacy Policy on occasion, in whole or part, at our sole discretion. Any changes will be effective immediately. You should check this page from time to time to take notice of any changes we make, as they will be binding on you.

If at any time we decide to use your personal data in a manner significantly different from that stated in this Privacy Policy, or as otherwise disclosed to you at the time it was collected, we will notify you by e-mail or by telephone, and you will have a choice as to whether or not we use your personal data in the new manner.

Last updated on 10th November 2018