

JO EMERSON

PRIVACY POLICY (GDPR) **Jo Emerson Coaching Commitment to Your Privacy**

I am committed to protecting your privacy and processing your personal data in accordance with the General Data Protection Regulation (GDPR) on and from the 25 May 2018 (Data Protection Legislation). I provide coaching and training for individuals and groups in the UK and overseas

This policy explains how the information I collect about you is used and kept securely and explains your privacy choices when using my website and services as well as your right to access your information under Data Protection Legislation.

I will not share your information with any other organisation, except with your consent or in exceptional/emergency circumstances where I believe that the sharing of information about you is vital to protect you or another person.

I need to process information about you for the following reasons:

Contractual Purposes

To provide the coaching you have requested, communicate with you about this activity, changes to my terms and conditions and to process payments.

How I use your information

To meet the legitimate aims of Jo Emerson Coaching and to ensure you are well informed and supported whilst undergoing coaching. This includes:

- Maintaining private records and contact details for emergency purposes.
- Updating you about services that may be of interest to you.
- Sending you information (blog posts, newsletters), which you may find helpful or inspiring in your day-to-day life. No more than once a week and usually only once or twice a month..
- Responding to any comments, questions or complaints you may send me.

You have the right to object to any of the above uses of information by contacting me. Please note that in some cases this may affect my ability to carry out coaching for you:

- Legal Reasons - to comply with applicable laws and to protect legitimate business interests. This includes, but is not limited, to the use of your information relating to legal claims and compliance and regulatory activity.
- Marketing - with your consent, I may send you information by email, or via social media, about news, activities, products and opportunities that I think will be of interest to you. You can ask me to stop sending you this information at any point by contacting me.

JO EMERSON

Individual Rights

You have the right to see the personal information I keep about you.*

(Electronically, this is usually full name, email address and mobile number plus our email conversations. My computer, phone and tablet are all password protected and only used by me. I also may have notes from our sessions but these are written (often scribbled!) notes that would make sense only to me. They are intended to help me coach you better and remind me of certain areas we need to discuss further. They only ever have your first name on them or your initials). *Such requests are called subject access requests. If you would like to make a subject access request please contact me. You will need to provide two forms of identification e.g. driving licence, utility bill or passport.

If I do hold other information about you, you can ask me to delete it or correct inaccuracies. I will either make the requested amendments or provide an explanation as to why I am unable to.

Data Retention

After you stop coaching I will archive your information unless you ask me to delete it in which case I will do so. You will also remain on my mailing list unless you ask to be removed.

Changes to our Privacy Policy

This Privacy Policy was last updated in May 2018. Any future updates will be sent to you.