



## Privacy Statement

This privacy policy sets out how The Therapeutic Coaching Company uses and protects the information you provide. Please read this privacy policy carefully and get in touch if you have any questions.

The information you provide is only used in connection with delivering your therapeutic support. Your details will not be shared with any third parties without your written consent or unless we are legally obliged to do so.

The Therapeutic Coaching Company is committed to ensuring your privacy is protected and abide by our responsibilities under the Data Protection Act. As such we are registered with the Information Commissioner under the following reference [ZA476414](#).

Any information provided whilst using our website will only be used in accordance with this privacy policy. The Therapeutic Coaching Company may update our website and policy from time to time and you should check periodically to ensure that you are happy with any changes.

What we collect...

We may collect the following information:

- Your name, and that of your child or young person.
- Your address, and that of your child or young person (if different).
- Contact information for you, including your mobile phone number and email address.
- The name and telephone number of an emergency contact for you, your child or young person.
- Demographic information about you, your child or young person. This may include date of birth, gender and any additional or medical needs which may impact on the support or comfort during sessions.
- Information regarding the reasons for seeking support, details of support previously received and background information deemed to be relevant to the support.
- Pre and post-intervention measures, which may include completion of the PSYCHLOPS questionnaire and an Emotional Needs Audit.

What we use your information for:

- To communicate with you

- To inform the support delivered to you, your child or young person.
- Internal record keeping.
- To monitor, evaluate and improve our support.

Please get in touch if you do not wish your data to be retained. All electronic records will be deleted and paper documents securely destroyed. Your data will be retained for 7 years from date of receipt, unless you have asked for it to be deleted before then. Contact details can be found on the website at <https://www.thetherapeuticcoachingcompany.co.uk/get-in-touch>

## Security

We use a password protected server and email account with the objective of protecting your privacy from unauthorised access and improper use. We will update these as appropriate when new technologies become available.

All personal data is stored separately from any notes made during therapeutic sessions. Your personal data and session notes are stored securely in a locked cabinet and on a private password protected laptop and mobile phone.

The Therapeutic Coaching Company website does not currently use cookies.

## Links to other websites

Links are provided to help you access relevant information. Please note, however, that we do not have any control over these other sites and cannot be held responsible for the protection and privacy of any information you provide whilst using them. Such sites are not governed by this privacy statement.

We will not release your personal information to third parties unless we have your written permission to do so or are required to do so by law.

You may request a copy of the information we hold about you under the Data Protection Act 2018. If you would like a copy please email [suetrent@thetherapeuticcoachingcompany.co.uk](mailto:suetrent@thetherapeuticcoachingcompany.co.uk) or use the contact form at <https://www.thetherapeuticcoachingcompany.co.uk/get-in-touch>

If you believe any information we hold on you is incorrect or incomplete please email as soon as possible to advise us. We will promptly correct any information found to be incorrect.

Last update 01.08.22