

PRIVACY POLICY

Amanda Walker – AWA Therapeutic Coaching Protection & Privacy Policy Any personal data provided by you to Amanda Walker Therapeutic Coaching through any means (verbal, written, in electronic form, or by your use of our website) will be held and processed in accordance with the data protection principles set out in the Data Protection Act 1998 and the General Data Protection Regulation for the purposes for which you have given consent, to provide the services you have requested.

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Introduction

Amanda Walker - AWA Therapeutic Coaching, the 'data controller', referred to below as Amanda Walker - AWA Therapeutic Coaching is committed to protecting your privacy.

This policy only applies to data collected by Amanda Walker - AWA Therapeutic Coaching via the client questionnaire and the website.

When you request hypnotherapy and coaching from Amanda Walker - AWA Therapeutic Coaching and provide your personal details, you will be asked to consent to the processing of your data under the terms of this policy.

What information do we collect?

Registering with Amanda Walker - AWA Therapeutic Coaching to request access to therapeutic coaching and/or holistic practice can be done online via email, social media or by phone. The request process involves providing Amanda Walker - AWA Therapeutic Coaching with your name and telephone numbers in the first instance. If you decide to go ahead with a therapeutic session, I will need to confirm your email address.

You will also, be asked to complete a confidential client questionnaire which will ask for your address and contact details for next of kin.

We may also request information on your availability, therapeutic issues, and other details which we deem relevant to processing your request – this may include contraindicated medical issues such as vertigo or epilepsy.

Website – We use Google Analytics to collect anonymous data relating to user behaviour and ‘web traffic’ statistics. The collection and use of this data by Google Inc. is subject to their own Privacy Policies.

What is your information used for?

Your information is held in the following ways:

To email you confirmation of appointment and associate invoice

To provide clients with the coaching service and/or holistic practice requested from Amanda Walker - AWA Therapeutic Coaching.

To notify clients about changes to appointments

To seek feedback from you on your experience of Therapeutic coaching and/or holistic practice.

To keep in touch with those who consent to this, for the purposes of marketing the services of Amanda Walker - AWA Therapeutic Coaching and associated products/services.

What information do we share?

We will not share any information about you with other organisations or people, except in the following situations:

Consent – Amanda Walker - AWA Therapeutic Coaching may share your information with professional carers, your GP, Solicitor or others whom you have requested or agreed we should contact.

Serious harm – Amanda Walker - AWA Therapeutic Coaching may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.

Compliance with law – Amanda Walker - AWA Therapeutic Coaching may share your information where I am required to by law.

How is your information kept safe?

All information you provide is stored as securely as possible. Any paper forms and correspondence are kept in locked filing cabinets. All electronic records are stored securely on a cloud server using the latest firewalls and data security protocols, and all access is by password-protected authentication, or by our IT service provider using secure cloud technology.

Unfortunately, the transmission of information via the internet is never completely secure. Although I will do my best to protect your information using industry-standard protocols and encryption, I cannot guarantee the security of your data transmitted via email, including forms completed on my website which are transmitted by email; any transmission is at your own risk. You can print questionnaires and bring a hard copy with you to your session if you prefer. Once I have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

Client notes and other documentation are destroyed 3 years after the end of your coaching or holistic practice.

Your rights

You have the right to ask me to provide a copy of the information held by Amanda Walker - AWA Therapeutic Coaching for your records. You also have the right to require that I correct any inaccuracies in your information. If you would like to do this, please contact info@awatherapeuticcoaching.com.

You may withdraw your consent for Amanda Walker - AWA Therapeutic Coaching to hold and process your data at any time. However, if you do this while actively receiving coaching sessions or holistic practice, we will not be able to contact you. You can withdraw your consent by emailing Amanda Walker - AWA Therapeutic Coaching.

Cookies

Amanda Walker - AWA Therapeutic Coaching do not use cookies to collect any personal information on our website, or to share your browsing behaviour with any third party except:

Google Analytics – Like hundreds of thousands of websites you visit, we use Google Analytics to collect generic, anonymous data from all visitors to monitor how our website is used. This data is shared with Google in return for the service they provide.

Changes to this policy

Amanda Walker - AWA Therapeutic Coaching may edit this policy from time to time to reflect any statutory changes. If I am required to make any substantial

changes, you will be notified by Amanda Walker - AWA Therapeutic Coaching posting a prominent announcement on the website.

Amanda Walker

Therapeutic Coach