



Privacy and Confidentiality Statement updated 30.01.18

You have a right to be informed about how I process your data.

Fiona Day Consulting provides coaching and mentoring services for individuals, and workplace health and wellbeing training. I take your privacy and confidentiality seriously and will only use your personal information to administer your account and provide the products and services you have requested from me.

I am registered as a Data Controller with the Information Commissioner's Office for data protection purposes (registration ZA205959), and I am the Data Protection Officer for my business. I comply with the Data Protection Act 1998, Privacy and Electronics Communications Regulations 2003, and the General Data Protection Regulation 2018. I keep the minimum of notes, and store them securely until 5 years after our relationship has ended in line with my insurance policy requirements. After 5 years these will be permanently deleted and / or securely shredded. I do not sell your data to any third party. The lawful basis for my processing your data usually relates to either consent or contract. I have signed up to the Personal Information Promise of the Information Commissioner's Office.

All current, former, and prospective client information is kept securely. If it has been collected electronically it is kept on password protected devices or on secure cloud based servers; or for paper notes of client sessions the data is kept in a locked filing cabinet.

I collect anonymised information on the use of my website and social media sites in order to understand my clients' needs better. I use third party applications in order to schedule and conduct appointments online and to manage my email newsletter subscriptions. You have rights as a data subject, and can unsubscribe from my client newsletter at any time. You can ask for a copy of any notes or records held by me regarding yourself, and I will respond within 28 days.

You can make a complaint regarding how I process your data with the Information Commissioner's Office. Any data breaches will be reported to the Information Commissioner's Office within 72 hours.

I understand that discretion and confidentiality are extremely important to my clients and I take great care to provide a safe and confidential service within the limits of the law. In line with my professional accountability ethics, if I have concerns about your or someone else's welfare I will discuss this with you in the first instance and I will agree a course of action with you. I will always make every effort to discuss any concerns with you in person or by phone, and will only contact another party as a last resort in extreme circumstances, and even then on an anonymous basis if at all possible.

In my coaching supervision, I will use your first name only if I am discussing you with my supervisor.

I also abide by the [European Mentoring and Coaching Council's code of ethics](#), and the Advertising Standards Authority's [Guidance on the use of Testimonials](#).

I am happy to answer any further questions regarding your privacy and confidentiality.

Dr Fiona Day, Fiona Day Consulting, 23 Lambert Avenue, Leeds, UK, LS8 1NG