



## **PRIVACY STATEMENT**

I am committed to maintaining the trust and privacy of visitors to this web site, and to the secure storage and processing of customer data. Under no circumstances, are any details passed on to other individuals or companies for marketing purposes. Below is a brief summary of the information I collect, the reasons for collection, and the ways in which this data is stored and processed.

### **Information for website visitors**

#### **Cookies**

Cookies are small text files that are placed on your computer to help the site provide a better user experience. This website was designed and developed by Toolkit websites. Below is the Toolkit statement on use of cookies.

*“As standard, Toolkit websites only create one Cookie and this cookie is ‘Absolutely Necessary’ for the functioning of your website. This cookie is called ‘ASP.NET\_SessionId’ and it stores a ‘Session ID’ which is used by Microsoft .NET Framework to deliver the web pages to the visitor. This cookie also expires at the end of the session which is when a visitor goes to another website or closes their browser window. Because this cookie does not remain on your computer it has no way of tracking your website usage or retaining any of your data post expiry.”*

#### **Google Analytics**

When someone visits [www.karencarpentercoaching.com](http://www.karencarpentercoaching.com) I use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. This allows me to find out things such as the number of visitors to the various parts of the site but does not allow me to identify anyone who visits. The software may save a cookie to your hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information

<http://www.google.com/privacy.html>

### **Information for prospective clients**

The amount of information that is required will vary depending on the nature of our interaction and whether we choose to enter into a formal contract. Below is a summary of the information that is required at different stages of association and the ways in which this information is processed. Making an enquiry via the contact form. Users making contact via this website do so at their own discretion and provide any such personal details requested at their own risk. When making an enquiry via the website, the following information is required: name, email address and phone number. This information is required to enable me to correspond with you at your request. The information provided is not added to any marketing list and remains confidential to Karen Carpenter Coaching.

During the course of our correspondence, you may be asked if you would like to receive information about future services and offers; if you consent to this, your details will be added to my email list and may be removed at any time by contacting: [karen@karencarpentercoaching.com](mailto:karen@karencarpentercoaching.com)

## **Preliminary consultation**

If you decide to arrange a preliminary consultation; in addition to your name, email and phone contact details, it will be necessary for you to share some information about your personal and/or business circumstances. This is needed in order for us both to determine if I am in a suitable position to offer the support that you are looking for. It is usual, during the course of this conversation, for me to make some brief notes and, for insurance purposes, these will be held on file for a period of 5 years. All such notes will be stored, and disposed of, securely in accordance with prevailing guidelines.

At the end of our consultation, you may be asked if you would like to receive information about future services and offers; if you consent to this, your details will be added to my email list and may be removed at any time by contacting: [karen@karencarpentercoaching.com](mailto:karen@karencarpentercoaching.com)

## **Working together**

If, at the end of the preliminary consultation, you decide that you would like to engage my services, you will be asked to sign a brief agreement setting out our responsibilities to each other before we proceed with our first formal appointment. For the purposes of servicing this contract, the following data is required: name, business name and address (where applicable), land line and/or mobile numbers, email address(es). It will also be necessary for me to make and hold notes arising from meetings and related appointments. Such notes will be retained for the duration of our business relationship and, for insurance purposes, a further 5 years.

Information received will be stored and disposed of securely in accordance with prevailing guidelines.

During the course of our contract, you may be asked if you would like to receive information about future services and offers; if you consent to this,

your details will be added to my email list and may be removed at any time by contacting: [karen@karencarpentercoaching.com](mailto:karen@karencarpentercoaching.com)

### **Your rights**

You have the right to view and amend any personal data held. You also have the right to request that details be deleted where it is no longer necessary on my part to store, process or retain them.

### **Links to other websites**

Please note, this privacy notice does not cover the links within this site to other websites. Despite best efforts, I cannot guarantee or verify the contents of any externally linked website. Users are therefore advised that they click on external links at their own risk and that I cannot be held liable for any damages or implications caused by visiting those links. If you have questions about how another site uses your information, please check that site's privacy statement.

### **Social Media**

Communication, engagement and actions taken through external social media platforms that I participate on are custom to the terms and conditions, and privacy policies held with each social media platform respectively. Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. I will not ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details, to contact me through primary communication channels such as telephone or email.

### **Changes to policy**

This policy may be reviewed at any time and will be updated in response to any future changes or updates to legislation and guidelines.

Karen Carpenter - January 2020