

# Data Privacy Policy

## Introduction

Panorama Coaching (along with most businesses) needs to collect and use personal information about individuals. This can include clients, prospective clients, partners, associates, suppliers and any other individuals that the organisation has a relationship with; or may need to contact.

This policy describes how this information is collected, handled and stored to meet our company data protection standards and to comply with legal requirements.

Data protection regulations have existed for many years to safeguard an individual's data. On 25 May 2018, enhanced rules came into force known as General Data Protection Regulations (GDPR).

## Why this policy exists:

This policy exists to ensure that Panorama Coaching:

- Is open and transparent about how data is collected, stored and processed
- Complies with GDPR legislation and good practice
- Protects the rights of those individuals
- Has the correct procedures in place to detect, report and investigate a personal data breach.

## General Data Protection Regulations (GDPR)

GDPR affects all businesses operating in the EU. GDPR details how organisations must operate when collecting, storing and processing personal data. Being transparent and providing accessible information to individuals about how their personal data will be used is a key element of the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation (GDPR); and this policy describes how Panorama Coaching will meet these requirements.

## Lawful Basis

According to GDPR there must be a lawful basis for collecting and processing an individual's personal data. The following bases are defined within GDPR (Article 6):

- Consent
- Contract
- Legal Obligation
- Vital Interests
- Public Task
- Legitimate Interests

Within Panorama Coaching, the relevant bases for collecting and processing personal data will be **Consent** and **Contract**:

**Consent:** where the individual has given clear consent for Panorama Coaching to process their personal data for a specific purpose.

**Contract:** where the processing is necessary for a contract you have with the individual, **or** because they have asked you to take specific steps before entering into a contract.



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### **What information is being collected?**

Panorama Coaching will only collect the data required to provide the services you have enquired about or have contracted with us - for example name, address, telephone number(s), email address. Additional information relating to you and your career or personal status may be collected during coaching sessions (over the phone, webinar or face to face), or within an email exchange.

### **Who is collecting it?**

Coaches, Administrators and Associate Coaches will capture personal information both prior to setting up a coaching session and during coaching sessions.

### **How and why is it being collected?**

All personal data collected is captured under the GDPR basis of Contract in order for Panorama Coaching to provide the services that an individual has purchased or is enquiring about. Information will be collected via email, response forms or website enquiries, as well as during an initial consultation and during coaching sessions.

### **Who will it be shared with?**

Personal data collected will be shared with Panorama Coaching staff. It may also be shared with selected Associate Coaches in order for an Associate Coach to deliver the services required. All Associate Coaches have also agreed to keep any client information confidential.

We will never pass on any of your details to a third-party organisation without your express consent.

### **How and for how long will it be stored?**

Personal information will be kept for the duration of the working relationship; and a further 7 years as required to comply with legal obligations. Information will be securely stored online; and any paperwork will be stored such that it is only accessible to Panorama Coaching staff; and / or the specific Associate Coach.

### **Right to update details or withdraw Consent**

If any personal details change then it is the responsibility of the individual to inform Panorama Coaching of any changes. If an individual no longer wishes to be contacted by Panorama Coaching, they may inform us, in writing, at any time. We will undertake to implement such requests as quickly as practically possible.

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