



The purpose of this Confidentiality Statements is to outline our commitment to confidentiality and how we handle personal and sensitive information that may be shared with us, both verbally and documented.

Our Commitment to Confidentiality

At Elevate Leadership, we are committed to upholding the highest standards of confidentiality, in line with the **International Coaching Federation (ICF) Code of Ethics**. Our confidentiality practices are designed to protect personal and sensitive information shared by clients during coaching, development and human resource service provision.

Any information shared is kept strictly confidential and will not be disclosed without explicit consent, unless required by law. All client-related records, communications and documentation (both physical and electronic) are securely stored, and accessible only to authorised personnel.

- Records are used solely for the purpose of providing high-quality service and continuity and retained only for as long as necessary.
- We take appropriate measures to protect client information from unauthorised access, including secure digital storage (using encryption where appropriate) and physical safeguards for paper records.
- Any data collected for report or research purposes will be anonymised to protect client identity.
- Once records are no longer required, they are de-identified and securely disposed of or destroyed.

We regularly assess our practices to ensure they remain robust and compliant with industry and legal standards. These assessments help us identify and mitigate any emerging risks or opportunities for improvement.

This statement supports our **Privacy & Confidentiality Policy** and our commitment to compliance with legal and regulatory requirements and professional standards to ensure the privacy and security of client information.

What is Confidential Information?

The following types of information are considered confidential:

- Personal and professional details (names, addresses, contact and work information).
- Sensitive information (health information, racial or ethnic origin, political views, religious beliefs, sexual orientation).
- Coaching and/or training and development sessions (notes, audio/video recordings, session details).
- Financial records (invoices, payment history, financial details).

- Client-provided documentation (materials or documents shared by the client).
- Correspondence (emails, messages, and other communications with the client).
- Feedback forms, evaluations and assessments.
- Any other information designated as confidential by the client.

Confidential information is handled with care, stored securely, and only shared with explicit consent or in situations where disclosure is required by law or to prevent harm.

Limits of Confidentiality

Confidentiality does not apply to information that:

- a. Is required to be disclosed by statute, subpoena, or court order.
- b. There is reasonable belief of imminent risk of harm to self or others.
- c. Involves illegal activity.
- d. Was in Elevate Leadership's possession prior to being provided by the client.
- e. Is generally known to the public or within the client's industry.
- f. Is obtained from a third party, without breaching any obligation to the client.
- g. Is independently developed, without reference to client confidential information.

Release of Information

Elevate Leadership may be engaged in training or education to maintain or pursue ICF or other professional credentials or accreditation. This process may require the release of client information (name, contact information, start/end dates) for verification purposes.

- The information will only be released with written consent from the client.
- No personal notes or other sensitive information will be released.

As part of Elevate Leadership's professional and ethical standards, anonymous and hypothetical topics may be shared with other professionals for training, supervision, mentoring, evaluation, and development purposes. Clients are encouraged to raise any confidentiality questions or concerns with Elevate Leadership.

Confidentiality in Coaching

It is important to note that the Coach-Client relationship is not considered a legally confidential relationship (such as those in the medical or legal professions). Therefore, communications are not subject to recognised legal privilege. However, the absence of legal privilege does not impair or restrict the coach's duty of confidentiality as outlined in the ICF Code of Ethics.

Organisational Coaching Engagements

In organisational coaching, we recognise both the organisation and the individual employee(s) as our clients, and our commitment to confidentiality extends to balancing the needs of the organisation with the privacy of the employee.

The coaching client is assured privacy and the ability to communicate openly and confidentially with the coach, without fear of the content of coaching sessions being disclosed to the organisation.

- Personal information shared during coaching sessions remains confidential and will not be disclosed to the organisation without the consent, or where disclosure is required by law.
- At the start of the coaching engagement, both the organisation and employee(s) will be informed of the scope and limitations of confidentiality, and mutually agree as to what information can be shared.
- General progress reports, feedback, and evaluations may be provided to the organisation, focusing on overall themes, development areas, and progress.
- Reports, feedback and evaluation will NOT include any specific details shared during coaching sessions, unless this has been agreed to by the employee.
- Any correspondence provided to the organisation will respect the employee's confidentiality and will be aligned with agreed-upon terms and conditions of the coaching engagement.
- Employees will always have the right to review feedback and evaluation before it is shared with the organisation.

Organisations are required to honour the coach's obligations of confidentiality and must not compel the coach to disclose any content of the coaching sessions or other client materials without the employee explicit consent

- If the organisation pressures the coach to breach confidentiality, the coach reserves the right to terminate the relationship with the organisation.

In cases of a conflict of interest between the organisation and the employee, Elevate Leadership will prioritise the ethical standards set by the ICF in managing such conflicts.

Additional Information

Elevate Leadership is committed to protecting client confidentiality and maintaining the highest ethical standards in coaching, development and delivery of HR services.

Our policies and service statements are designed to ensure transparency in how we do this. For more information on our practices, please refer to the full suite of policies and service statements on our website <https://www.elevateleadership.com.au/policies>.

We highly value your feedback and are committed to addressing any concerns or suggestions you may have to improve your experience with us. Please email: **info@elevateleadership.com.au**