**Privacy Policy**

The privacy of your data is of the utmost importance to us. We are committed to protecting Personal Information. We ensure that all information that is submitted to us or captured in the course of our engagement with you is used accurately and only for the purposes set out in this policy.

**Personal Information we collect**

Vantage Points Consulting Ltd may collect information which identified you as an individual (“Personal Information”) to provide services and for record keeping to support the business. The type of Personal Information we collect about you depends on the service offering being delivered.

We may collect Personal Information such as:

Name

Email address

Telephone number

Geographic location

CV or resume (which may include work history, job title, education background etc)

References

Some assessment tools may collect additional data such as age, gender or ethnic background).

Physical or mental health if this is relevant in a coaching context or for accessibility purposes.

You should not provide any Personal Information if you are not in agreement with this Policy.

**How we collect Personal Information**

You may provide some Personal Information directly to Vantage Points Consulting Ltd in your engagement with us.

We may collect Personal Information when you enquire about services, participate in and register for programmes, complete online surveys or participate in some psychometric testing.

Personal Information about you may come from our clients with whom we are engaged in providing a service. The client may be your employer.

**How we use the information we collect**

Vantage Points Consulting Ltd uses the Personal Information collected to support the delivery of services. This information is held, used and disclosed as follows:

Fulfilling client requests: To help us fulfil our contractual obligations with a client where you may be a current employee of that client.

Fulfilling your requests: To answer any questions that you may have about our organisation or processes.

Analytics: Any analytics that we may undertake such as average length of engagement, assessment outcomes etc would be aggregated and fully anonymised and would therefor eno longer considered Personal Information due to the fact that no individual can be identified.

Operating our business: Your name and the date of delivery of a service may be included in such matters as audits, administering our services and financial transactions.

Law: We may also release Personal Information to regulatory or law enforcement agencies if they require us to do so. We will also disclose subject information where we are permitted and requested to do so by law.

Marketing: We may use your Personal Information to send you information or marketing materials and to stay in touch with you as an alumni coachee or client and to share with you insights and updates from Vantage Points Consulting Ltd. You can opt out of this at any time by emailing [paulaleach@vantagepointsconsulting.com](mailto:paulaleach@vantagepointsconsulting.com)

If we wish to use your information for any other reason not listed above we will seek your explicit consent to collect, hold and disclose your Personal Information.

If a client has requested that we provide a leadership coaching or consulting service to them which relates to you, this service will be commissioned by the client with your knowledge and agreement (this may be for example related to assessments or workshops)

At the start of our engagement we will ask for basic information such as contact details.

**Who has access**

While providing our services, if commissioned by a client (e.g. your employer) we will disclose your Personal Information to our client who has engaged our services in relation to yourself. We will not share your Personal Information with any other client.

From time to time we may share Personal Information with a Vantage Points Consulting Ltd Associate who will provide services to clients on our behalf. This would only be if the Associate is delivering services specifically in support of services regarding yourself.

**Retention period of Personal Information**

We will retain your Personal Information for the necessary period to fulfil our purpose as defined by GDPR regulations. This would be generally a 3 year period. We will only retain information about you past this year year period if it is necessary such as your name, email address and why and when you used our services as part of our historic services log.

**Location of Personal Information**

All EU Personal Information is stored with in the EEA. Your Personal Information will only be directly accessed by Paula Leach (Founder and Executive Coach) and 1 administration colleague. Data is stored on a private encrypted OneDrive.

**Data Breaches**

In the event of a data breach (e.g. loss of personal equipment / hacking etc) we will inform you within 72 hours and follow up with immediate effect to secure the privacy of the data.

**Your Choices**

The Personal Information you give us is provided on a voluntary basis. However if you do not wish to share some Personal Information with us you may not be able to participate in services.

You have the right to ask Vantage Points Consulting Ltd to stop using your information. Our policy is to make every effort to follow through on data deletion and removal from subscription. After your engagement with Vantage Points Consulting Lts if you wish to remove your Personal Information from our systems them please write to [paulaleach@vantagepointsconsulting.com](mailto:paulaleach@vantagepointsconsulting.com). The only exception may be if we require to hold information for Financial Reporting purposes.

This Privacy Policy may change as requirements are updated and we will advise accordingly. Continued use of our services will constitute your acceptance of those changes.

If there are any concerns please contact:

Paula Leach

119 Felstead Road, Orpington, Kent BR6 9AD

[paulaleach@vantagepointsconsulting.com](mailto:paulaleach@vantagepointsconsulting.com)

Policy revised 23/11/2020