

## PRIVACY NOTICE

DvH Coaching | Counselling | Therapy (DvH) is committed to complying with the terms of the General Data Protection Regulation and to the responsible and secure use of your personal data. DvH has a legitimate interest in processing personal data in order to provide coaching services.

This statement lays out how we handle personal information, how long we keep it and your rights over your personal data.

### Information about you

We collect personal information from you when you enquire about our services in order to set up an initial appointment. This information includes your name and surname, email, phone number, your availability and other relevant personal information. We store your data for no longer than is necessary to provide the services you have requested and that we have promised.

### Our use of this information

Your personal information will be used only to provide you with our services and to give you information relating to our services. We take the reasonable view that DvH will be required to process personal data of anyone who sends an enquiry about our services or who books an appointment with us. It is in the legitimate interest of the enquirer or customer to receive services.

We will not share your personal details with any other person or organisation without your knowledge and permission unless there is a legal requirement, a child or adult safeguarding issue, or a perceived risk of harm. A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.

### Security

DvH will take all reasonable precautions to prevent the loss, misuse or alteration of information you provide to us.

Communications in connection with this service may be sent by e-mail or message. For ease of use and compatibility, communications will not be sent in an encrypted form. E-mail, unless encrypted, is not a fully secure means of communication. Whilst we try to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

Your rights over your personal data

If you would like to see the information that we hold about you or would like to correct, update or delete any records, please email us at [deboravanherpen@gmail.com](mailto:deboravanherpen@gmail.com).

DvH will do its utmost to resolve any concerns you have. If these are not resolved to your satisfaction, you may choose to contact the ICO at [ico.org.uk](http://ico.org.uk).