

Sophie Lovejoy

coaching | facilitation & learning | organisational development
www.sophielovejoy.co.uk

Data Protection Statement

Effective date: 17th April 2021

Last updated: 4th July 2022

I provide consultancy and contractor services to Higher Education including organisational development, learning and facilitation and coaching.

I take privacy very seriously, and therefore take steps to safeguard all the information given to me that enables me to provide this service effectively. This statement describes what information I have, how it is collected and why, what it is used for, how it is stored, your rights in relation to it, and how you can exercise them. It is reviewed annually.

I operate as a sole trader. If you have any questions or concerns, or would like to exercise your data protection rights, please do not hesitate to get in touch. My contact details are:

n: Sophie Lovejoy

a: 17 Gladstone Road, Colchester CO1 2EA

m: 07725 122888

e: sophie.lovejoy@gmail.com

w: sophielovejoy.co.uk

ICO Registration number: ZA891992

You can also complain to the ICO if you are unhappy with how I have used your data:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

Principles

- Only necessary data will be collected and processed
- You have the right to remove any information I may hold about you
- I will never sell, rent, make public or distribute your personal information
- I will never send irrelevant spam emails

The type of information I have

My aim is to use and keep the minimum amount of personal data necessary to run my business effectively. The data I do collect, keep and use is that necessary to facilitate working relationships, to fulfil contractual and legal obligations, and to follow up afterwards to evaluate its effectiveness for you and any learning for me. Typically, that will include names, organisational roles and contact details of individuals with whom I interact, and email correspondence. In the case of coaching clients, it may also include coaching design briefs and diagnostic reports. These data are held electronically on password-protected computers, Remote back-ups are encrypted and stored on data security compliant sites.

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I will hold such data for the duration of our business relationship (including any subsequent reviews) and then for a further six years in case I need to re-engage with any of the issues, which occasionally happens and in accordance with professional indemnity requirements. Beyond that, all data will be securely deleted.

Under the General Data Protection Regulation (GDPR), the lawful bases I rely on for processing this information is your consent. You are able to remove that consent at any time. Please see the section on your data protection rights.

In the event of a data security breach

According to the ICO, a personal data breach can be broadly defined as a security incident that has affected the confidentiality, integrity or availability of personal data. In short, there will be a personal data breach whenever any personal data is accidentally lost, destroyed, corrupted or disclosed; if someone accesses the data or passes it on without proper authorisation; or if the data is made unavailable and this unavailability has a significant negative effect on individuals.

In the event that the names and email addresses I store are subject to a data security breach, I will follow the ICO guidance, i.e.

- report the incident within 72 hours to the ICO
- share the information I have available about what has happened and any potential risks with those affected
- advise individuals who may have been affected (in particular to be aware of the risk of phishing scams)
- where appropriate, share any steps I am taking to mitigate the impact of the data breach

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask me for copies of your personal information.
- Your right to rectification - You have the right to ask me to rectify information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.
- Your right to erasure - You have the right to ask me to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask me to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that I transfer the information you gave me to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you. Please contact me directly using the contact information above if you wish to make a request.