

Karen Souter Coaching LLC Privacy Policy

My Contact Details

Name: Karen Souter
Address: 6244 50th Avenue NE, Seattle, WA USA 98115
Phone Number: +1 206 293 2177
Email: physiciancoach@karenjsouter.com
Website: <https://www.karenjsouter.com/>

INTRODUCTION

Your privacy is important to me. I am committed to the principles of data protection and privacy and will carry out my business in the spirit of the General Data Protection Regulation (GDPR) 2018. I am registered with the UK [Information Commissioners Office](#).

This privacy policy explains what personal data [Karen Souter Coaching LLC](#) collects from you and what I do with that data.

By providing me with your data, you warrant to me that you are over 13 years of age.

THE TYPE OF PERSONAL DATA I COLLECT

Personal data means any information capable of identifying an individual. It does not mean anonymised data.

Karen Souter Coaching LLC collects and processes the following data:

- Name - First and Last
- Email address(s)
- Telephone number

And on occasions:

- Mailing address
- Your institution's name and address

HOW I GET THE DATA, WHY I HAVE IT AND ON WHAT GROUND DO I PROCESS IT

The personal data I collect, and process is provided by you when you complete the contact / request for information form on my website, <https://www.karenjsouter.com/> through email, text, social media messaging or any other communication you send me. I may also receive your information as a referral from a 3rd party who has provided your information with your agreement.

I process the data you have provided to me for the purposes of communicating with you regarding enquiries you have made, to set up and manage coaching appointments, to provide you with information and resources related to my coaching services, for record

keeping in relation to maintaining and upgrading my coaching credentials and to provide you with an invoice for services I have provided.

Under the UK General Data Protection Regulation 2018 (UK GDPR), the lawful ground I rely on for processing this information are I have a legitimate interest, which in this case is to conduct my coaching business in the service of my clients and to maintain up-to-date coaching credentials.

HOW I STORE YOUR PERSONAL INFORMATION

Your information is stored securely in a Google Drive folder which requires 2-step verification to access. I may on occasions keep limited paper records with your information, these records are stored in a secure locked safe.

I keep your personal information for only as long as necessary to comply with laws regarding taxation. I dispose of your information by deleting it from my Google Drive folders and email folders and by shredding any paper documents. As the sole owner and operator of Karen Souter Coaching LLC, I am the only person who has access to your data.

DISCLOSURE OF YOUR PERSONAL DATA

To facilitate scheduling, I use [Calendly](#), a virtual availability and booking app used to schedule meetings, appointments, and events for individuals and organizations. The Calendly privacy policy is available here - <https://calendly.com/privacy> . To book an appointment using Calendly you will need to enter your email address and phone number. I conduct most of my coaching sessions using the [Zoom](#) video conferencing platform. The Zoom privacy policy is available here - <https://explore.zoom.us/en/privacy/> . To set up a Zoom meeting I or you will enter your email address into the Zoom app.

To facilitate invoicing I use the [Wave](#) money management system for small business owners. The Wave privacy policy is available here - <https://www.waveapps.com/legal/privacy-policy> . I enter your name and email address into Wave to generate an invoice. No financial information is entered into the Wave app.

I log the number of hours I spend coaching and periodically report these hours to the [ICF](#) for credentialing purposes. The ICF may ask me for your email address to verify the number of hours I report. If you prefer that I do not provide this information please let me know.

COOKIES

Cookies are small pieces of text sent to your browser when you visit a website. They serve a variety of functions, like enabling the website to remember certain information you provide to us as you navigate between pages. My website <https://www.karenjsouter.com/> is supported by Squarespace, you have the option to disable cookies when you navigate to my website. You can find out more about the Squarespace cookie policy [here](#).

YOUR LEGAL 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 personal 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.

Your right to restriction of processing - You have the right to ask me to restrict the processing of your personal information.

Your right to object to processing - You have the the right to object to the processing of your personal information.

Your right to data portability - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you.

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 at physiciancoach@karenjsouter.com +12062932177 if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about my use of your personal information, you can make a complaint to us at physiciancoach@karenjsouter.com / Karen Souter 6244 50th Avenue NE, Seattle, WA USA 98115, +12062932177.

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

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date of Policy 9/30/2022