

Catherine Cowell

Privacy Policy

Who am I

I work independently, as a sole trader, providing mentoring, coaching, spiritual direction, training and workshops, retreat facilitation and associated services. This privacy policy relates only to services provided directly by me.

The *Loved Called Gifted* website is a platform that provides information, resources and services. Any engagement you may have with other professionals listed on this site will come under their policies and procedures.

If you become a member of the website or sign up for online courses on the website, that will involve some data collection by the website host, Wix, in order to provide those services. Wix has a data and privacy policy which governs those interactions.

Data Protection Officer

For the purposes of processing your personal data, in the situations as described above, I am the registered data controller and data protection officer. I can be contacted by phone or email. My telephone number is 07828 180179 and my email is Catherine.cowell@me.com

Personal data I process and what I do with It

I record and use the following categories of personal data:

- Name
- Email and phone numbers for personal use and for publishing on the Listening Ear web page of the Diocese of Lichfield
- Address for work and personal contact
- Information provided for billing on invoices, number of client sessions and your bank details

This is all stored on my password protected phone in my electronic contact list which is shared with my password protected computer and iPad. Some material is stored on paper and is stored securely in my home office, which is locked.

Why I require this information

- Internal record keeping
- To enable me to provide you with a service and for invoicing

Information is held for internal record keeping and administration including paying invoices, collection of statistics and professional compliance. I may keep a record of the date and duration of any contact with you and may make notes about what we have spoken about during our conversation.

The lawful basis of processing this data is one of **contract**. I will normally only contact you in response to a request from you, as part of our working together or on other professional matters.

Confidentiality: I will not sell your data. I may have to share your data in certain circumstances, but I will always endeavour to discuss this with you first. For example, if you tell me that you have identified that you or another person is at risk of harm, or you or another person are involved in an illegal activity or there are safeguarding issues that I need to report.

My personal supervision and oversight: I meet with my personal clinical and pastoral supervisors who are bound by the same professional rules of confidentiality.

Archived Data: I do not normally access any data, except for billing and data collection for service statistics.

Retaining your personal data and service statistics

Whilst we are working together I will continue to store and use your personal data. In accordance with professional practice, I will archive the records once our contact is ended for at least 7 years.

Your Rights

As I process your personal data, you have certain rights: a right of access, a right of rectification, a right of erasure and a right to restrict processing.

You may request a copy of your data at any time. Please make such a request in writing or by email to the Data Protection Officer, whose details are shown above. Please provide the following information: your name, address, telephone number, email address and details of the information you require. If I need to verify the identity of the person requesting the information I may ask for a copy of passport, driving license and/or recent utility bill.

If you believe any of the personal data I hold on you is inaccurate or incomplete, please contact me directly and any necessary corrections to your data will be made promptly.

If you believe I should erase your data, please contact the Data Protection Officer, whose details are shown above.

If you wish me to stop storing or using your data, please contact the Data Protection Officer, whose details are shown above.

Data Breaches

Should your personal data that I control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedoms, I will contact you without delay. I will give you the contact details of the Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps I am taking to deal with it.

Should you wish to complain

You can contact the ICO via their website: www.ico.org.uk if you wish to make a complaint about the way I am processing your personal data.

Automated decision making and profiling

I do not use any system which uses automated decision making or profiling in respect of your personal data.

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