

Mr Coach – Professional Services Privacy Notice

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers and contact details (these may include: names / company names, telephone numbers, email addresses, residential / company addresses, customer reference numbers)
- Documents (electronic / physical) which may contain the above identifiers together with transactional information (for example: invoices, cheques, contracts / agreements, quotes, bank statements)
- Other information – only if specifically directed by you for a specific purpose (for example: third party data contained within a translation commission)

PLEASE NOTE: Unless otherwise instructed / permitted to by you, in most cases, we collect and process only some of the above information and always as little as necessary to provide you with information / service or meet our legal obligations or your legitimate interests. Whenever possible, we try to pseudonymise the information to make identification of an individual person less likely. See the below sections for more details.

How we get personal information, why we have it and what we do with it

Most of the personal information we process is provided to us directly by you, a member of your organisation or your family for one or more of the following reasons:

- To receive or provide you with information (for example: quote, proposal, terms of business, contract, invoice)
- To provide you with a service, resources or payment etc.
- To meet our legal obligations or your legitimate interests (for example: mandatory record keeping, tax or safeguarding purposes)
- For references and recommendations (only with your permission)

Sometimes, we may also receive personal information indirectly, from the following sources in the following scenarios:

- From online sites via which you post or make a contact (for example: freelancers, translation or tuition portals, job boards, LinkedIn)
- By word of mouth (only with your prior permission)

We ONLY use the information for the reasons listed above. It is NOT used for any automated processing, profiling, decision making or transferred anywhere.

We may only share some of this information with appropriate authorities when required by law or with clients or employers for personal references (only with your prior permission).

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us on the contact details above.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We or you have a legitimate interest.

How we store your personal information

Your information is securely stored.

Wherever possible, laptops, mobile phones and external back-up drives or/and folders are password protected and maximum possible measures are taken to prevent unauthorised persons from accessing them.

We regularly back up and update information stored in different locations. We keep the amount of information stored on devices or/and in paper form (only invoices for legal reasons) to an unnecessary minimum and tend to leave as much data as possible in online spaces (which require additional access credentials) such as email accounts, the Google cloud, external online portals.

Whenever possible, the information is fragmented and pseudonymised and not stored all in one place to ensure that identification of a person from just one source would be very difficult or completely impossible.

We use the latest version of a reliable anti-virus software from a major provider.

We keep your personal information only for the time period required to provide you with a service. We will then return or dispose of your information by permanently erasing it from all controlled locations. The exceptions include situations where we are obliged by law to keep some of the information for legal reasons (for example min. 5 years for record keeping and tax return purposes) or when you agree for us to keep it for specific reasons (such as personal references or ongoing collaboration or other relationship).

Should we need to dispose of any of our IT devices, they will be disposed of securely. The data stored will be permanently erased first and the device or its relevant parts will be damaged beyond further use.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the personal information you gave us 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, we have one month to respond to you.

Please contact us on the above contact details if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us on the above contact details.

You can also complain to the ICO if you are unhappy with how we 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>