



Kapow Coaching Privacy Policy

We store the data we need to provide you with the services you have asked us for.

You are the one in charge!

You have the right to manage your communications, change any information we have, request what we have and ask for it to be limited or deleted.

Do you have to give us your information?

If you would like to interact with us in any way – yes! What information you share with us, stays with us. We store your data in cloud systems for safekeeping. Every associate we work with is trained in Data Protection and have signed Non-Disclosure Agreements.

What Data Do We Store?

We store all of the data that we need in order to maintain our relationships with customers and clients. This data ranges from records including full name and email address to more extensive records that include full name, telephone number, email address, contact address, as well as details of training, coaching or programmes attended, your workplace or employer.

For HMRC purposes, we will store all of the data that we need to issue a correct invoice in all of the jurisdictions in which we operate. We may store both your billing address, which can be used to verify methods of payment.

Why Do We Store Your Data?

We store your data in order to provide the services that we offer for free and to fulfil our contractual undertakings with our clients. Personal data is stored to be able to send you information, products and to register you for training, coaching or programmes.

Sometimes recordings of webinars or workshops are stored and distributed to enable clients to play back sessions they attended. These are only distributed to those attending the calls, and with their full consent.

Who Has Access To Your Data

Kate Flory from Kapow Coaching has access to your data to be able to fulfil our contractual agreements with you. When working with a Kapow Coaching Associate, they too will have access. Our Associates may include coaches, trainers and administrative staff.

In addition, outsourcing work on specialist tasks within IT and accounting, for example, sometimes requires us to grant contracted companies access to our systems that contain your data. This may happen whenever and wherever this is required for technical support or to fulfil our legal obligations towards official authorities or to develop and improve our services. These external companies/agencies also have in place data protection processes and policies.

How Long Is The Data Stored?

We keep the data stored as long as...

- We have a relationship with you as a customer, client or interested party
- We are legally obliged to for tax/accounting purposes
- Until you unsubscribe or ask me to delete your information

Are Customers Obligated To Provide Their Data?

Yes, as a customer or client, you must provide the data we need to be able to fulfil our contractual obligations within the various services we offer. Depending on what you are requesting from us, we will ask you to provide information that may range from your full name, e-mail address and country to more extensive details including full name, telephone number, e-mail address, contact address, as well as details of dependents.

Where Do We Store Your Data?

We use multiple systems for storing your data to fulfil our contractual agreements with customers and clients.

In general, information is stored in cloud services and on computers in the country of our residence, the UK the European Union and Canada.

How Do We Protect Your Data?

Kapow Coaching Associates have all signed NDAs (Non-Disclosure Agreements). They have also been trained in data protection.

The stored data can only be accessed through security-protected entry points by users with permission to access the information.

Information Needed to Execute the Transaction You Request

If we need to collect information from you, we will ask you to voluntarily supply us with the information we need. For example, if you would like to make a purchase, we will ask you for information such as name, address, telephone number, e-mail address to process your request. We may use your e-mail address to send a confirmation and, if necessary, might use the other information to contact you for help to process your request. Providing this information is voluntary and it is used only in connection with the purpose for which the information was collected and is not used for direct marketing or shared with other companies.

E-Mail Opt-In

If you elect, we will occasionally contact you via e-mail and provide information about courses, events, products and offerings that may be of interest to you.

Disclosure of Information to Third Parties

Kapow Coaching does not sale or transfer of personal information to entities outside of this website without your approval and giving you the opportunity to opt-out.

Web Browser Cookies

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on

their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent.

We may collect information about your computer including, where available, your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

Legal Issues

Kapow Coaching will disclose personal information without your permission when required by law or in good faith belief if such action is necessary or desirable to comply with the law, protect or defend the rights or property of this site or its users.

What Data Protection Rights Do You Have As A Customer?

As a customer, you have the right to...

- Manage your e-mail or any paid subscription
- Correct any and all information we have stored
- Request details of the data we have stored regarding you
- Request deletion or limitation of your stored data
- Ask us not to process your personal data for marketing purposes.

If you would like to update, change or amend your data, or for it to be deleted from our database please let us know by contacting us at this e-mail address: kate@kapowcoaching.com

Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email.

Contact

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to Kate Flory at kate@kapowcoaching.com

Thank you

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