



Privacy Statement

Charlie Raiser respects the privacy of her clients, in particular their rights regarding the processing of personal data. We have therefore formulated and implemented a policy on complete transparency with our clients, with regards to the processing of personal data, its purpose, and the possibilities to exercise your legal rights in the best possible way.

If you require any additional information about the projection of personal data, please refer to the Dutch Data Protection Authority.

Processing of personal data

1. Personal data means any information relating to an identified or identifiable natural person
2. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, psychological, genetic, mental, economic, cultural or social identity of that natural person
3. We may process the following categories of personal data from you:
 1. Name and personal details (i.e. email address, living address).
 2. Bank account details with which payment of agreement was made
 3. Person information shared during coaching sessions or in documents shared (i.e. intake form)

Purpose of processing

We do not collect your personal information without a purpose. Your personal data are processed in order to provide you with a better service. Data is collected to create an accurate client profile from which we can tailor the client's guidance plan accordingly. In addition, a record file is kept for monitoring and reporting/evaluation of the process.

Registration of personal data

Your personal data are recorded electronically, and stored in a safe and password protected folder.

Your rights regarding information

1. Pursuant to Article 13, paragraph 2 sub b GDPR each data subject has the right to information on and access to rectification, erasure and restriction of processing of their personal data, as well as the right to object to the processing and the right to data portability
2. You can exercise these rights by contacting charlieraiser.coach@gmail.com
3. Each request must be accompanied by a copy of a valid ID, on which you put your signature and state the address where we can contact you.
4. Within one month of the submitted request, you will receive an answer.



5. Depending on the complexity and the number of the requests this period may be extended to two months.

Data retention

The collected data are used and retained for the duration determined by the Law and following GDPR rules. As such, all personal identifiable data will be deleted 6 months after the end of our coaching agreement.

The client will have the opportunity to personally save any of the shared data and documents before they are permanently deleted.

Confidentiality

1. Charlie Raiser works according to the highest standards of confidentiality. No personal data or information, nor any content shared during a coaching session will be shared with anyone else, unless explicitly agreed to between the parties in writing.
2. In the event of immediate danger to the client and or society, Charlie Raiser reserves the right to share relevant information to authorized bodies or persons if this can prevent the danger.
3. The principle of confidentiality applies to all other means of communication, such as email, post, fax, voicemail and other means. Unless agreements have been made in advance, only Charlie Raiser and the client are the ones who see the communication via these mediums. Parties should be aware that a number of mediums are managed by third parties and can therefore not always contain confidential content.

Processing by third parties

Personal data is only provided to third parties insofar as this corresponds to the purpose of the personal registration, legal requirements or after written permission from the client or their authorized representative.

With the consent of the client, the content can be reported to the client. In addition, a process report can be issued on the course of the process in which e.g. the employer will be notified by law. Each evaluation is discussed and coordinated with the client in advance or takes place in the presence of the client.