

Privacy Notice

This privacy notice explains how Catalyst Coaches use and protect any personal information we collect from you when you use our services or visit our website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy notice.

What information do we collect about you?

We may collect personal information about you when you use our services or visit our website, including:

- Your name, email address and phone number
- Information about your business or professional interests
- Information about your computer or mobile device, such as your IP address, browser type and version, and operating system
- Information about how you use our website, such as the pages you visit and the links you click
- Information you disclose to us during our coaching and mentoring sessions
- Feedback you provide on our services

How do we use your information?

We use your personal information to:

- Provide you with the services you have requested
- Respond to your inquiries and requests
- Send you marketing and promotional materials about our services that we think may be of interest to you
- Improve our services and website by analysing how they are used
- We may also use your personal information to comply with legal and regulatory requirements.

Our commitment to your privacy extends to the careful handling of any records related to coaching and mentoring sessions. All session records are kept strictly confidential and are used solely for the purpose of enhancing the coaching experience, tracking progress, and ensuring the delivery of personalised and effective coaching strategies. These records are securely stored and are only accessible to your coach/mentor. Clients have the right to access their own records upon request and can rest assured that their privacy and confidentiality are of utmost importance to us.

Who do we share your information with?

We may share your personal information with third-party service providers who help us to provide our services, such as email marketing providers or payment processors. We require these providers to use your personal information only to provide the services we have engaged them for.

We may also share your personal information with law enforcement or other government agencies when required by law or to protect our rights, property or safety.

How do we protect your information?

We are committed to ensuring that your personal information is secure. In order to prevent unauthorized access or disclosure, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

How long do we keep your information?

We keep your personal information for as long as necessary to provide the services you have requested or as required by law. We will hold your session records for up to two years. Once we no longer need your personal information, we will securely dispose of it.

Your rights

You have the right to:

- Request access to the personal information we hold about you
- Request that we correct any inaccuracies in your personal information
- Request that we delete your personal information
- Object to the processing of your personal information
- Request that we restrict the processing of your personal information
- Request that we provide your personal information in a structured, commonly used and machine-readable format

If you would like to exercise any of these rights, please contact us using the contact information provided below.

Contact us

If you have any questions or concerns about this privacy notice or our use of your personal information, please contact us at info@catalystcoaches.org.

Changes to this privacy notice

We may update this privacy notice from time to time to reflect changes in our business practices or legal requirements. We will post any changes on our website and, if the changes are significant, we will provide a more prominent notice.