

Data Retention Policy for Noo Coaching

At Noo Coaching, we are committed to protecting the privacy and personal information of our clients. This Data Retention Policy outlines how we manage and safeguard client data, the duration of data storage, and our procedures for secure deletion.

1. Data Collection and Use

- We collect personal information only as needed to provide effective coaching services, including, but not limited to, contact details, coaching session notes, assessments (e.g., Insights Discovery profiles), and feedback.
- This information is used solely to enhance the coaching experience, monitor progress, and support client goals.

2. Retention Periods

- **Contact Information:** Retained for the duration of the coaching engagement and up to two years afterward, to facilitate any follow-up or re-engagement.
- **Coaching Session Notes and Personal Assessments:** Retained for one year following the conclusion of the coaching engagement, unless otherwise requested by the client.
- **Billing and Financial Records:** Retained for six years, in compliance with legal and financial regulations.
- **Website Interactions:** Information such as website analytics and cookies is retained in accordance with our privacy policy and is periodically reviewed and deleted.

3. Data Storage and Security

- Client data is stored securely on encrypted systems and is only accessible to authorized personnel.
- We do not collect physical documents.
- We employ appropriate safeguards to prevent unauthorised access, alteration, or disclosure of personal data.

4. Data Deletion

- Upon the conclusion of the specified retention periods, personal information is securely deleted or anonymised.
- Clients may request the deletion of their personal information at any time, except where retention is required by law or for legitimate business purposes (e.g., financial records).

5. Client Rights

- Clients have the right to access, amend, or request the deletion of their personal data.
- For requests or inquiries about data retention, clients can contact Noo Coaching at niki@noohr.co.uk.

6. Policy Updates

- This Data Retention Policy may be updated periodically to reflect changes in legal requirements or business practices. Clients will be notified of any significant changes.

Effective Date: October 2024

For questions about this policy, please contact us directly. We are committed to transparency and privacy in every aspect of our services.