

**Privacy statement Rosie Enorah Heart** – last edited on May 25 2018

1. Personal information of (potential) clients is being processed by Babalon, run by Rosie Enorah Heart: [babaloncoaching@gmail.com](mailto:babaloncoaching@gmail.com)
2. I collect personal information when (potential) clients express an interest in my sessions and/or workshops. This can be through email, over the phone, in person and occasionally through a third party (a referral from a colleague for example)
3. The information I collect consists of:
  - Name
  - Contact information (phone number, email, other)
  - Payment details
  - Details about our interaction (what happened during a session or workshop, and what have you shared with me about your personal situation)
  - Other information relevant to our interactions
4. I collect this information for the following purposes:
  - To be able to contact (potential) clients
  - To be able to offer (potential) clients a custom made session plan
  - To be able to plan meetings
  - To be able to send (potential) clients payment requests
  - For marketing purposes
  - In case of default
  - To be able to offer (potential) clients the best possible service
5. In some cases I share contact details of (potential) clients with third parties. For example:
  - Email clients (such as gmail and mailchimp)
  - IT services
  - Accountant
  - Other third parties necessary for providing my services

Where possible I anonymise details of (potential) clients. I do not share details about interactions with (potential) clients with third parties. If I am required by law to share details of (potential) clients, I will. I will not share details of (potential) clients for commercial purposes.

6. I store personal details of (potential) clients no longer than one year after our last contact, unless obliged by law.
7. To make sure details of (potential) clients are safe I:
  - Anonymise details of (potential) clients when possible
  - Store information about our interaction ('client notes') on a password protected laptop (not in a cloud or similar)
  - Use a password manager to generate safe passwords
8. I do not store cookies on [www.rosieheart.com](http://www.rosieheart.com)
9. If you want to know what data I have collected on you, please contact me at [babalonchaoching@gmail.com](mailto:babalonchaoching@gmail.com). I will give you an overview of the data within a month of your request. If you have a complaint, please contact me so we can find a solution. If we can not find a solution, please contact the Autoriteit Persoonsgegevens through their website.
10. This privacy statement is subject to change. All changes will be published on [www.rosieheart.com](http://www.rosieheart.com).