

FREE Consultation Policy and Privacy Policy – FINAL MAY 2025

Consultation Policy – (Free Discovery call)

About Your Meeting:

*****PLEASE READ BEFORE BOOKING YOUR FREE DISCOVERY CALL*****

The free discovery call is designed to focus on your needs and lasts about half an hour. During the call, we'll discuss the best ways to address the areas you'd like to work on together.

If you have specific budget considerations or time constraints, feel free to share them during the call.

No Shows Policy: To continue offering free 30-minute consultations, I kindly ask for your understanding of the no-show policy. If you miss your scheduled call without providing at least 24 hours' notice, a small fee will apply to rebook another consultation.

Joining Your Call: We'll use the Google Meet or Microsoft Teams link, provided in your invite. If you have any questions, don't hesitate to email me.

Privacy Policy – Authentic Change

Statement of Intent

At Authentic Change, we are committed to protecting your privacy. This policy explains how we collect, safeguard, and use the information you provide when accessing our services or website. Our goal is to handle your data responsibly, store it securely, and use it solely for its intended purpose.

As our business evolves and regulations change, this policy will be updated to remain current and compliant.

Information We Collect

When you contact us via our website, phone, or email, we may collect, store, or use the following information:

- Name
- Email address
- Telephone number
- Details of your enquiry
- Information about your computer or device, including:
 - IP address
 - Geographical location
 - Browser type and version
 - Operating system

- Referral source
 - Length of visit, page views, and website navigation paths
- Information you provide when:
 - Registering with the Authentic Change website
 - Subscribing to our email list
 - Making a purchase or booking
 - Contacting us in any other way
 - Including name, company details (if applicable), email address, phone number, and any payment details used for purchases or bookings
- Any other personal information you choose to send us

Third-Party Personal Information

If you provide another person's personal information to us, you must first obtain their consent for both disclosure and processing of the information in accordance with this policy.

How We Use Your Personal Information

At Authentic Change, we use your personal information for the following purposes:

1. Administering our website, digital communication channels, and business operations
2. Personalizing our website and digital marketing efforts for you
3. Providing access to services on our website
4. Processing orders, sending products, and administering purchased services
5. Issuing statements, invoices, payment reminders, and collecting payments
6. Sending non-marketing communications
7. Sending email or text notifications
8. Distributing our email bulletin (you can unsubscribe at any time)
9. Sending marketing communications about Authentic Change, where applicable (you may opt out at any time)
10. Managing and responding to enquiries or complaints
11. Ensuring website security and fraud prevention
12. Verifying compliance with our website's terms and condition

Who We Might Share Your Information With and Under What Circumstances

We are committed to safeguarding your privacy and will not provide your personal information to third parties except as outlined in this policy.

- We will never supply your personal information to third parties for direct marketing without your expressed consent.
- Any financial transactions made through our website are processed via PayPal and Stripe. We share personal information only to the extent necessary to process payments, issue refunds, and manage related inquiries. *(As of May 4, 2025, this function remains under development.)*
- We may disclose personal information to employees, insurers, or relevant professional officers (e.g., a referring agency) only as reasonably necessary for the purposes set out in this policy.

- Your data may be stored and processed in any of the countries in which we operate.
- We may disclose personal information if required by law, in connection with legal proceedings, to establish or defend legal rights, to prevent fraud or reduce credit risk, or in the event of a business sale.
- If safeguarding concerns arise where we believe you or another individual may be at risk of serious harm, we may disclose personal information to the necessary authorities.

How Long Do We Keep Your Personal Information?

We retain personal information only for as long as necessary for its intended purpose.

- Documents containing personal data may be retained for legal compliance, ongoing legal proceedings, or to establish, exercise, or defend legal rights.

How We Protect Your Personal Information

We implement stringent technical and organizational measures to protect your data from loss, misuse, or alteration.

- Personal information is stored securely and password-protected.
- Electronic financial transactions are protected by encryption technology. *(As of May 4, 2025, this function remains under development.)*
- While we take every precaution, online data transmission is inherently insecure, and we cannot guarantee complete security.
- You are responsible for maintaining the confidentiality of your account password. If you suspect unauthorized access, contact us immediately.
- In cases of suspected security breaches, we may require a password change or suspend an account until the issue is resolved.

Policy Updates and Corrections

We encourage you to inform us of any updates or corrections to your personal information.

- This policy will be reviewed and updated annually. Please check our website periodically for the latest version.

Video Call and Session Recordings

- Sessions conducted via Microsoft Teams, Google Meet, or Zoom are recorded only for note-taking purposes and are deleted once documentation is complete.
- You may request a recording before a session, and it will be shared immediately after before being deleted.

Cookies Policy

Our website uses cookies to enhance user experience and functionality.

- Cookies are small files stored on your device that help websites recognize and remember your preferences.
- We may use both session and persistent cookies.
- While most browsers allow users to block cookies, doing so may impact website usability.
- By using our site, you consent to our use of cookies in accordance with this policy.

Links to External Websites

- Our website may contain links to external sites. However, once you leave our site, we are not responsible for how third-party websites handle personal data.

Your Rights Under UK GDPR

Under the General Data Protection Regulations (GDPR), you have the following rights:

- **Right to be informed** – This policy explains how your data is used.
- **Right of access** – You may request to see your data by contacting our Data Processor.
- **Right to rectification** – You may request corrections to inaccurate information.
- **Right to erasure** – Data will be securely destroyed after seven years unless needed for compliance.
- **Right to restrict processing** – Your data is used solely for outlined purposes, with minimal exceptions related to safety and legal obligations.
- **Right to data portability** – We will not share your information without explicit consent unless legally required.
- **Right to object** – We will not contact you for marketing purposes unless consent is given.
- **Right against automated decision-making** – Your data will not be used for profiling.

Policy Updates and Contact Information

We may update this policy periodically to reflect changes in our business or legal requirements. If you have any questions about how we handle your data, please contact us directly.