

Privacy Policy

The Youth Mentor Coach



V. 1.0. Last updated: 22/07/2020

Thank you for your interest in the activities of The Youth Mentor Coach. Your privacy is of vital importance to me. Through this document I want to assure you that your personal information and data will be kept safe and confidential.

Personal data you choose to provide is collected by The Youth Mentor Coach in order to answer your requests and contact you to carry out my services. Personal data is also collected to enable us to monitor site traffic using third-party services such as Google Analytics. Please read the following information find out more in-depth how I use your data:

1. Who I am:

I, Leah Black of The Youth Mentor Coach part of Inter Aramo Solutions S.L., am fully committed to maintaining the trust of visitors to my website, my clients, partner organisations and service users. This Privacy Policy outlines when, why and what personal data I may collect, how I use it, the limited conditions under which I may disclose it to others, and how I keep it secure.

You may contact me in my capacity as Data Controller of the data under my powers, duties and liabilities, via email at leah@theyouthmentorcoach.com

2. Definitions

The terms "The Youth Mentor Coach", "I", "me", "my" and "mine" refer to Leah Black. The terms "The Client", "you," "your," and "yours" refer to the user or viewer of the Website or user of the Services, as applicable. "Services" refers to coaching, mentoring, training, video interviewing, video recorded sessions, workshop facilitation, consultancy, webinars and any other service I may perform in order to fulfil the contract with the client.

3. Collection of Personal Data

Personal data means any information relating to an identified or identifiable natural person, such as for instance your contact information, identification number, location data, an online identifier, etc. The Youth Mentor Coach adheres to the following principles when processing your personal data:

- 3.1. only collect personal data for specified and legitimate purposes;
- 3.2. not collect personal data beyond what is necessary to accomplish those purposes;
- 3.3. not use personal data for purposes other than that for which the data was collected, except as stated herein, or with prior consent;
- 3.4. not transfer personal data to third parties, except as stated herein, or with prior consent;
- 3.5. maintain appropriate measures to protect your personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access and against all other unlawful forms of processing; and
- 3.6. except when stated herein, not store personal data longer than is necessary to accomplish the purpose for which the data were collected or for which they are further processed, or as is required by law.

3.7. The Youth Mentor Coach will not sell your personal data, and will only share the said data with third parties when necessary and to the extent stated in this Privacy Policy.

Types of data collected

4. IT-Related:

4.1 Cookies

Like most websites, The Youth Mentor Coach may use cookies to collect data. Cookies are small data files which are placed on your computer (PCs, smartphones or tablets) as you browse. They are used to remember when your computer or device accesses the website, they help it operate effectively and improve your user experience. The data collected includes pages viewed and your journey around the website. These cookies are not used to collect or record data on your name, address or other contact details. If you want to delete or block any cookies, please refer to the help and support area on your internet browser for instructions on how to locate the file or directory that stores cookies. Information on deleting or controlling cookies is also available at <https://tools.google.com/dlpage/gaoptout?hl=en> (note that this website is not provided by The Youth Mentor Coach, and I therefore cannot ensure its accuracy, completeness or availability). Please note that deleting cookies or disabling future cookies or tracking technologies may prevent you from accessing certain areas or features of the Services, or may otherwise adversely affect your user experience. For the current list of cookies used on www.theyouthmentorcoach.com, please visit:

4.2 Google Analytics

When someone visits www.theyouthmentorcoach.com I may also collect certain information regarding your use of the Website or the Services via Google Analytics, including but not limited to: referring site/ad source, your activity (for example, what pages visited and for how long), IP address, browser and operating system, default language set on your computer, your geolocation (by country), etc. The Google privacy policy can be reviewed by you at: <https://policies.google.com/privacy?hl=en-US> (the link is valid at the time of updating this Privacy Policy, please check for updated versions). This data is only processed in a way which does not identify anyone.

4.3 Social media

This website also include social media features such as share or like buttons. These features are provided by third-party social media platforms (LinkedIn, Instagram, Twitter and YouTube). If and when data is collected in this way, its processing is governed by the privacy policy of the respective social media platforms and I do not take any responsibility for any of their policies, which the user will have accepted when joining that Social Media platform.

5. Data collected

5.1 Why I process your personal data.

I may collect, store and use personal data for the purposes of issuing a quote, to provide my Services or to comply with legal requirements. I will not use the Client's personal data for marketing purposes. I will not sell the Client's details to any third parties, and I will only share them as explained on 5.3 below. Personal data collected may include your name, postal address, email address and telephone number. The legal basis for processing your data is to perform the Services you request, to take the necessary steps prior to fulfilling that request or comply with my legal obligations. When I accept a request for Services from you, I understand that the performance of the Service will not infringe any third party rights.

5.2 Other data

From time to time I may receive data that I have not requested, for example a CV for me to take the sender into consideration for a potential professional collaboration. By doing this, the senders are allowing me to keep their CV on my Gmail email storage system or password protected electronic file, so that I can get in touch if their professional services are needed in the future. I will keep this data secure as explained on Paragraph 3.5 below. Your personal data is stored on the legal basis of legitimate interest, and if we are working together, I store your information on the basis of contractual necessity. These legal bases for storing your data are as defined in the EU General Data Protection Regulation (EU GDPR) of 2018. If you no longer wish me to keep your data for these purposes, you can contact me at leah@theyouthmentorcoach.com and I will destroy the data in a secure manner.

5.3 Who else receives your personal data?

For administrative purposes, other parties may have access to your personal data, including my accountant, tax authorities and email hosting services. All these have access to your data in order to perform their services but are prohibited from using your personal data for other purposes.

I may disclose your personal data to third parties to the extent required by law, court order or a decision rendered by a competent public authority and for the purpose of law enforcement. I may also be under the obligation to disclose data to third parties in order to establish, exercise or defend legal rights of The Youth Mentor Coach.

5.4 External Links

The website of The Youth Mentor Coach contains links to third party websites that I have worked with or are working with, which contain examples of my work or hold relevant information to youth coaching and mentoring and may contain plug-ins, for instance social media login plug-in, or services. If you choose to use these websites, plug-ins or services, you may disclose your information to those third-parties. The Youth Mentor Coach is not responsible for the content or practices of those websites, plug-ins or services. The collection, use, and disclosure of your personal data will be subject to the privacy policies of these third parties and not this Privacy Policy. I urge you to read the privacy and security policies of the relevant third-parties.

5.5 Communications

I may contact you to notify you regarding your request for services, give you an update on my Services, request any clarifications that are needed in order to perform the Services, resolve a dispute, collect fees or monies owed. For these purposes I may contact you via email, telephone and postal mail.

5.6 How long I keep your personal data

Data in relation to quotes will be retained for up to 6 months. In the cases of work carried out, I am obliged to retain your personal data for 5 years to comply with tax obligations. I will delete email communications after 5 years. All emails containing your personal story and situation or other private information that you chose to share with me as part of your coaching, mentoring or training, which are not necessary to retain for legal reasons, will be deleted after reading. Your emails will not be shared with or forwarded to third parties. Third parties will not be CC'd or BCC'd into any of your message without prior permission.

5.7 How I protect your data

Your data will be kept on electronic form, including on Gmail email files or electronically on my computer and will be secured with password protection. The device(s) it's stored on will have an up-to-date firewall and antivirus. If, for any reason, it is necessary to

print part of your data, this content will be shredded or destroyed in a secure manner. Regardless of the measures and efforts taken by me, I cannot and do not guarantee the absolute protection and security of your Personal Data.

5.8 Your data access rights & consent

You are entitled to access, rectify, or erase the personal data that I hold. Please email your request directly to me at leah@theyouthmentorcoach.com and I will act upon this as soon as possible, with a maximum delay of one calendar month from the date of your request. Your personal data can be deleted unless I am entitled or obliged by applicable law and regulations to keep and process such information regardless of the withdrawal of your consent.

If you withdraw your consent, The Youth Mentor Coach and third parties involved in personal data processing will cease to process your personal data, unless and to the extent the continued processing or storage is permitted or required according to the applicable personal data legislation or other applicable laws and regulations. Please note that as a consequence of your withdrawal of your consent, I may not be able to meet your requests or provide you with my Services.

Withdrawing your consent will not affect the lawfulness of any processing I conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

5.9 Your right to complain

Should you have any concerns about how I process your personal data, please contact me. You also have the right to lodge a complaint with the supervisory body in Spain, where the Youth Mentor Coach is based, or in the country where you live.

6. Changes to this Privacy Policy & Validity

The Youth Mentor Coach may modify or update this Privacy Policy when necessary to reflect changes in The Youth Mentor Coach's services, changes in applicable legislation, regulations or practice and to address customer feedback. Accordingly, please review it periodically.

If you have any queries or concerns regarding this policy or your privacy and data usage by The Youth Mentor Coach please don't hesitate to contact me:

Leah Black

[Leah@theyouthmentorcoach.com](mailto:leah@theyouthmentorcoach.com)

The Youth Mentor Coach (TYMC) is part of Inter Aramo Solutions S.L.

Registered business in Asturias, Spain

Business No. ESB74469719