EPONAQUEST BACKGROUND DOCUMENT

EFL Practitioners & Client Privacy

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In this document you find an overview of the European General Data Protection Regulation (GDPR) that has come into effect on 25/5/2018, and what the implications of it are for your coaching practice. In Dutch this legislation is called Algemene Verordening Gegevensbescherming (AVG).

Summary:

- As a MHW student or as professional EFL practitioner you are responsible to ensure your client's address and contact details are stored in a safe place. This means a locked cabinet, and/or a hard drive that is protected by a password.
- You may not collect more information from your clients than is absolutely necessary to support an effective coaching relationship.
- You may only keep such data record for as long as is needed to support an effective training/coaching relationship.
- If you collect email addresses to send mailings to, you need specific consent of the addressee to receive your mailings.
- If you own a website, you need to inform visitors about how it tracks their movements on your website and which information is collected via cookies. No cookies may be placed without the visitors' explicit consent. Since all websites place at minimum some cookies to ensure user friendliness, you need to ensure an automated consent request is built in that is seen by every visitor.
- You are obliged to publish a privacy statement (for example in your general terms & conditions, and/or on your website) in which you inform your clients the purposes for which you collect information, which data you collect, for how long you will keep their data and where/how it will be stored.

There are many information resources online that will help you determine which measures to take in your specific case. Some useful links:

In The Netherlands, the responsible government agency is de Autoriteit Persoonsgegevens. On their website you find a very clear overview of the law and its implications for all types of business situations. https://autoriteitpersoonsgegevens.nl/nl/onderwerpen/avg-europese-privacywetgeving

In Belgium, the responsible agency is the Gegevensbeschermingsautoriteit and this also has some resources online: https://www.gegevensbeschermingsautoriteit.be/

This is an English language document describing the law and its consequences for coaching practitioners: http://paulburen.co.uk/gdpr-for-coaches-mentors-supervisors-and-counsellors/

Please contact me with any questions!