

Confidentiality Policy

Our Commitment

At Jenny Garrett Global (Reflexion Associates Limited), integrity is one of our core values. We value trust and confidentiality, ensuring that our clients' interests and privacy are always protected.

Confidentiality is fundamental to the work we do. Whether in coaching, training or consulting, people need to feel safe to be open and honest.

What We Keep Confidential

- **Coaching conversations:** What's discussed in coaching stays in coaching. We don't share the content of sessions with anyone, including the sponsoring organisation, without the coachee's consent
- **Training discussions:** What participants share in training sessions is treated with discretion
- **Client information:** Business information, strategies, challenges and data shared with us remains confidential
- **Participant data:** Personal information about programme participants is protected

Boundaries of Confidentiality

While we respect confidentiality, there are limits. We may need to break confidentiality if:

- There's a risk of serious harm to the individual or others
- We become aware of illegal activity
- We're required by law or court order
- There's a safeguarding concern involving children or vulnerable adults

In these situations, we'll try to discuss the disclosure with the individual first where safe to do so.

Coaching Reports

When coaching is sponsored by an organisation, we agree upfront what (if any) information will be shared. Typically this includes:

- Confirmation that sessions are taking place
- High-level themes (with coachee agreement)
- Progress towards agreed goals

We never share detailed session content without explicit consent.

Our Team and Associates

Everyone who works with us – employees and associates – is bound by confidentiality obligations. This is included in our contracts and reinforced through our policies and training.

Data Protection

This policy works alongside our Privacy Policy and Data Protection procedures. See those documents for details on how we handle personal data under UK GDPR.

Signed: Jenny Garrett OBE

Date: December 2025

Next review: December 2026