

PATHWAY FORWARD – Privacy Notice

1. Introduction

(i) Pathway Forward respects the privacy of Clients and is committed to protecting personal information.

(ii) This Privacy Notice explains how Pathway Forward collects, uses, stores and protects personal information when providing independent employee and career advisory services in Ireland and internationally.

2. About Pathway Forward

(i) Pathway Forward provides independent employee and career advisory services to employees, professionals and executives.

Business: Pathway Forward

Owner: Kay O'Mahony

Contact Email: admin@pathwayforward.ie

(iii) For data protection purposes, Pathway Forward is responsible for managing personal information processed in connection with its services.

3. Information We Collect

Depending on the services provided, Pathway Forward may collect information including, but not limited to:

- name and contact details;
- appointment and booking information;
- payment and invoicing information;
- employment history;
- career background;
- workplace circumstances;
- redundancy-related information;
- professional experience;
- documents provided by the Client;
- communications between the Client and Pathway Forward; and

- other information voluntarily provided by the Client relevant to the advisory service.

Due to the nature of employee and career advisory services, Clients may share personal and professional information relating to workplace circumstances, career decisions and employment matters.

4. How We Use Personal Information

Pathway Forward may use personal information to:

- provide employee and career advisory services;
 - manage appointments;
 - communicate with Clients;
 - process payments;
 - maintain appropriate business records;
 - meet legal and regulatory obligations;
 - manage business administration; and
 - improve service delivery.
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5. Legal Basis for Processing

Pathway Forward may process personal information where necessary for:

- providing services requested by the Client;
 - entering into and managing a service relationship;
 - complying with legal obligations;
 - legitimate business purposes; and
- with Client consent.

Pathway Forward will only process such information where there is an appropriate legal basis and where necessary for providing services

6. Special Category Information

Information provided by Clients may where relevant to the advisory service include sensitive personal information, including special category personal data under applicable data protection legislation.

7. Confidentiality and Information Sharing

Pathway Forward recognises that Clients may share sensitive personal and professional information and such information will be treated confidentially. Pathway Forward will not share sensitive personal information of Client with any third party (including but not limited to any employer or prospective employer) unless disclosure is required by law, regulation or court order.

Information may be shared with trusted service providers of Pathway Forward where required to operate the business, including:

- payment providers;
 - booking systems;
 - accounting providers;
 - technology providers;
 - email providers; and
 - secure storage providers.
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8. International Clients and Data Transfers

(i) Pathway Forward provides services to Clients located in Ireland and internationally and Clients should be aware that data protection laws may vary between jurisdictions

(ii) Where personal information is transferred internationally, Pathway Forward will take reasonable steps to ensure appropriate safeguards are applied in accordance with applicable data protection legislation.

9. Retention of Information

Pathway Forward retains personal information only for as long as reasonably necessary following termination of the advisory relationship between the parties) for:

- providing services;
- maintaining business records;

- meeting legal obligations; and
- managing business administration.

Personal Information will be securely deleted when no longer required.

10. Security

Pathway Forward takes reasonable measures to protect personal information from:

- unauthorised access;
 - loss;
 - misuse;
 - alteration; or
 - unauthorised disclosure.
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11. Client Rights

Clients may have rights including:

- access to personal information;
 - correction of inaccurate information;
 - restriction of processing;
 - deletion of information in certain circumstances;
 - objection to certain processing; and
 - withdrawal of consent where applicable.
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12. Contact and Complaints

(i) Questions or requests relating to personal information should be directed to:

Pathway Forward

Email: admin@pathwayforward.ie

(ii) Clients may also have the right to raise concerns with the relevant data protection authority.

For Clients in Ireland, this is the Data Protection Commission.

13. Updates to this Notice

(i) Pathway Forward may update this Privacy Notice from time to time to reflect changes in services, business practices or legal requirements.

(ii) The most current version will be made available through the Pathway Forward website

Pathway Forward

Independent Employee & Career Advisory Services

Clarity. Confidence. Choice.