



One-on-one Coaching
Skills Development Workshops
Team Building
Sales and Marketing Consultancy
Staff Profiling and Development Planning

Code of Confidentiality

Professional Coaching Services is a consultancy practice that works primarily with executives and senior managers from within large organisations. As a result we regularly come into contact with information that is sensitive from both commercial and personal perspectives.

A significant part of our business relies on building and maintaining a high degree of trust between our clients and ourselves. As such our code of confidentiality forms a key part of our agreeing to take on an assignment or contract.

Confidentiality at a company level

Many of our client companies are sufficiently large to contain operations that are potentially competitive with other clients. As we reserve the right to work with any company of our choosing at any time, we make the following commitment to our clients:

Professional Coaching Services will under no circumstances deliberately divulge information about any client, past or present, to any third party without the express written permission of the client concerned. All materials gathered during the course of a contract will be returned to the client on request at the end of the contract.

Confidentiality at an individual level

During the normal course of a contract we are often asked to work closely with nominated individuals within a client company. Part of this process is to feed back to the client company information in support of the future development of the individual concerned. However we are often given information by the individual in confidence and it is important that we are able to reassure the individual that this confidentiality will be maintained. As such we make the following commitment to our clients:

Professional Coaching Services will under no circumstances deliberately divulge information about any individual within any client, past or present, to any third party without the express permission of the individual concerned. Where we are commissioned to report back information about an individual as part of a contract, we will inform that individual at the start of the contract. The only information reported back will be that specified at the start of the contract.

Martin Hoyle.
Business Performance and Talent Development Coach.