



Rhodes Harvey Introductions

Confidentiality & Privacy Policy

Rhodes Harvey Introductions client's privacy and confidentiality rights are paramount. The following information is to explain the official privacy policy of when personal information is gathered, and handled. Having worked as a relationship counsellor and being a member of the International Association of Coaches an exceptional standard of confidentiality and code of practice is required, which we fully implement throughout the service

The Website

We take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all national laws and requirements for user privacy. What do we do with your information?

When you contact us and request access to our special offers or newsletter, we collect the personal information you give us such as your name, address and email address. When you browse our site, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing (if applicable):we may send you emails about our services, events and other updates. You can reject this at anytime. This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website, but will **not store**, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html>].

Becoming a Client

Due to the nature of the service being "*relationship*" based personal information is required if someone becomes a client; such as family history, education, past relationships, divorce, separation from spouse, widowed, or any other personal information that may affect the service and introductions. The basis of the service is trust and honesty on both sides. Any personal information that I obtain from you to initiate, maintain, or support your " private search" will be kept private. Furthermore, your information and personal details will NEVER be shared, sold, exchanged, or released to any third party for any reason with the "**exception**" of **networking with other matchmakers and agencies** to help provide services to you. The information provided to those"matchmakers" is shared only when necessary to initiate, maintain, or support your search for a partner through Bespoke Match, Classic Match or Passive Match membership, and only with the minimum of information needed initially to assist with matches. **Personal address, phone numbers, email address, cell/mobile phone is never shared.**

Networking and Matchmaker Information

Certain aspects of the service are handled by a very few carefully selected and screened matchmakers through the Matchmakers Network which helps to provide the highest quality introductions. I have chosen only the best and most experienced global connections of expertise that meet my own high privacy and confidentiality standards. Networking with other matchmakers is on a "when required" basis. I prefer to use my own expertise to pool my clients matches, but on occasions this has to be opened up as not all searches produce the same results, nor at the same time. Additionally other matchmakers may contact me looking for a match for their client, in which case your profile NOT personal details may be shared. I reserve the right to use other matchmakers at my discretion and this is part of the terms and agreement especially for Passive Match.



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Requesting a Brochure

Anyone who requests a brochure or contacts Rhodes Harvey Introductions for information, sends an email to " Jill Rhodes Harvey" to make an enquiry, will receive a personal reply and have their email address added to a **"Follow UP"** communication system, this is to ensure potential clients actually receive the information they requested and to keep people in the loop of any information they may find useful or have requested to be kept up to date with. You can **remove your name from the "follow up" system** at anytime by either just returning a **blank email** or by stating UNSUBSCRIBE in the subject head of an email, where your name will be removed immediately and you will not receive any further communication.

Client Profile Details.

No personal information, surname, home, business address, cell/mobile number, email address is ever used within any profiles, or ever given to anyone except "MOBILE NUMBERS" which are swapped 24 hours before an introduction takes place so if any difficulties arise, such as being held up the person you're meeting can be contacted. All other details remain private and confidential until you wish to divulge your personal information. Confidentiality and privacy is paramount to the agency.

Details provided before Introductions

As stated above your cell/mobile number is provided to your introduction approximately 24/36 hours before the meeting takes place, this is to ensure the man is able to send an ice breaker text before meeting (male clients usually like to introduce themselves) but NO other personal details are ever provided. I can if preferred provide a temporary masking cell/mobile number if someone is really nervous, but I have only been asked twice in 13 years to do this, as everyone is met and vetted personally by me, Jill Rhodes-Harvey.

Any future changes to this policy will be immediately updated and made available on Rhodes Harvey Introductions website. 7th July 2017

Jill Rhodes-Harvey Dip.Couns EQ-I Dip
International Association of Coaching
International Association of Matchmakers