

Privacy & Data Statement

Nathan Muller Coaching Limited

Last updated: 19 June 2026

Hi. This statement explains how we look after your information at Nathan Muller Coaching Limited (*we, us, our*). It covers what we collect, why, how we protect it, and the choices you have. It applies whether you visit our website, get in touch, or work with us through coaching, including our Wired for Work programme.

We follow the New Zealand Privacy Act 2020. We've tried to write this plainly rather than in legal language, because you should be able to understand what happens to your information without effort.

What we mean by personal information

Personal information is anything that can identify you, such as your name, contact details, and the information you share with us.

Coaching naturally surfaces personal and sensitive things. Because coaching explores how you think, work, and feel, the information you share can be personal and sensitive. We treat everything you share with particular care, and the sections below explain exactly how.

When you use our website

When you visit our site or get in touch through it, we may collect:

- Information you give us directly, such as your name and email when you contact us or enquire about coaching.
- Basic technical information collected automatically through cookies and similar tools, such as how the site is used, so we can keep it working well and improve it.

Cookies. We use essential cookies that make the site work, and basic performance cookies that help us understand how the site is used. You can manage or turn off cookies through your browser settings. Turning off some cookies may affect how parts of the site work.

We use this website information to respond to you, to run and improve the site, and to understand how people find and use it.

When you work with us in coaching

This is the heart of what we do, so we want to be clear about it. To support your coaching, sessions may be transcribed using AI-assisted tools. We do not keep audio or video recordings.

Transcription lets the coach stay fully present with you rather than taking notes, and it captures the detail that informs your work together.

How long we keep things, and in what form.

- **Session transcripts** are temporary. They are deleted as soon as your coaching notes are made, and in any case within 90 days.
- **Your coaching notes** are the confidential record of your work. They're kept securely and held for a minimum of 7 years, in line with professional requirements, and may be revisited over time to keep improving the support we offer.
- **De-identified insights** are general patterns and learnings drawn from coaching, with anything that could identify you removed. Because these no longer identify anyone, we keep them as a lasting resource to develop better coaching, tools, services, and research that help neurodivergent people.

What “de-identified” means, and our promise about it. When we draw general insights from coaching, we remove your name, the names of anyone you mention, and details that could reasonably be traced back to you. We take all reasonable care to make sure this material cannot be connected to you. Because coaching insights carry context, we can't promise it's impossible for anyone to ever identify someone in every conceivable situation, but we hold this material so that you could not reasonably be identified from it.

Your Coaching Journey document. At the end of your programme you receive a Coaching Journey document, a synthesis of your shifts, insights, and progress. It's yours to keep, and a tool to reconnect with what shifted and stay grounded in the work.

Sharing with your GP or another practitioner. If you'd like us to share a high-level summary with your GP or another practitioner, we'll only do that with your agreement. We won't share your session content.

For ICF credential requirements, we may share your name, contact information, and coaching dates with the International Coaching Federation for verification only. No session content is shared.

Your choices and control

- **Transcription is optional.** You can decline at any time without affecting your coaching, though it may limit the depth of your Coaching Journey document.
 - **You can see and correct your information.** You can ask us what we hold about you and to correct anything that's wrong, by emailing nathan@nathanmullercoaching.com.
 - **You stay in control of what's yours.** Anything that identifies you individually stays between you and your coach, except where you choose otherwise or the law requires it.
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If your coaching is sponsored by your employer

Some people come to us through a workplace programme. If that's you, the most important thing to know is this: your employer learns whether the coaching is working, never anything about you specifically.

Your employer never sees anything that identifies you individually, including your sessions, what you discuss, your session notes, and your individual results. They receive only cohort-level reporting: combined patterns and outcomes across everyone in the programme, in a form that cannot be traced back to any one person.

The only exception is if you choose to share something yourself. Some people, for example, want to share what they've learned about how they work best, to help their team support them. That is always your choice, led by you, and never a requirement. You can decline or change your mind at any time, with no effect on your coaching or your standing at work.

Who we share information with

We don't sell your personal information. We may share it only:

- With trusted services that help us run our work (such as secure technology and storage providers), under appropriate protections.
- Where the law requires or allows it.
- With your GP or another practitioner, or your employer, only as described above and only as you've agreed.
- If our business is ever sold or transferred, in which case personal information may transfer as part of that, under the same protections set out here.

How we keep your information safe

We use appropriate physical, electronic, and organisational measures to keep your information secure and protect it from loss, misuse, or unauthorised access, including encryption and keeping only what we need. No system can be guaranteed completely secure, but we take protecting your information seriously.

Where information is stored or processed outside New Zealand, we only do so where it will be appropriately protected, consistent with the Privacy Act 2020.

Questions or complaints

If you have a question, or think we haven't met our privacy obligations, please contact us at nathan@nathanmullercoaching.com. You can also contact the New Zealand Privacy Commissioner at enquiries@privacy.org.nz.

Changes to this statement

We may update this statement from time to time. If we make a significant change, we'll post the updated version here and update the date at the top. Please check back occasionally.

Questions about this statement? Email [**nathan@nathanmullercoaching.com**](mailto:nathan@nathanmullercoaching.com).