



Confidentiality Policy

Our Commitment

At Novi (Forward Ladies Limited), integrity is central to how we work. We value trust and confidentiality, ensuring that our clients' interests and privacy — and those of coaching clients, workshop participants and event attendees — are always protected.

Confidentiality is fundamental to the work we do. Whether in coaching, workshops, keynote engagements or event delivery (including the Novi Awards), 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 a sponsoring organisation, without the coachee's consent
- Workshop and programme discussions: what participants share in sessions is treated with discretion
- Client information: business information, strategies, challenges and data shared with us remains confidential
- Participant and nominee data: personal information about programme participants and Novi Awards nominees is protected
- Meetings, events and conferences: discussions held at client meetings, sponsor meetings, judging panels, and events we organise or attend (including the Novi Awards) are treated with the same discretion as coaching or workshop conversations — including informal conversations at networking moments, and any commercially sensitive information shared by sponsors, partners or attendees

Meetings, Events and Conferences

Where confidentiality applies specifically to meetings, events and conferences we organise or attend:

- Judging deliberations and scoring discussions for the Novi Awards (or similar) are kept confidential between judges, and are not shared with nominees, sponsors, or the public beyond the announced outcome
- Sponsor and partner discussions — including commercial terms, negotiations, and any information shared ahead of a partnership being confirmed — are kept confidential unless and until both parties agree it can be shared
- Notes, minutes or recordings taken at meetings or events are stored securely (see our Cyber Security & Data Protection Policy) and shared only with those who need them
- Where an event is recorded or photographed, attendees are informed in advance and any sensitive discussion (e.g. a closed-door sponsor session) is excluded from recording unless otherwise agreed
- Associates, facilitators, and any third party supporting delivery of a meeting or event are bound by the same confidentiality expectations, reinforced through our Code of Conduct

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 (see our Safeguarding Policy)

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

Coaching and Programme Reports

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

- Confirmation that sessions or programme milestones are taking place
- High-level themes (with the individual's 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 reinforced through our Code of Conduct and, where appropriate, written agreements.

Data Protection

This policy works alongside our Cyber Security & Data Protection Policy. See that document for details on how we handle personal data under UK GDPR.

Review

This policy is reviewed at least annually by Griselda Togobo.

DOCUMENT CONTROL

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Forward Ladies Limited | Company No. 05528390 | Carrwood Park, Selby Road, Swillington Common, Leeds, LS15 4LG