

Privacy Policy

How we collect, use and protect your personal information

LAST UPDATED: APRIL 2026

01 Who We Are

Future, Referenced provides career coaching, consultancy and professional skills training, operated by Barnaby Mollett. We work with individuals and organisations across London, UK and Melbourne, Australia.

We take your privacy seriously and want to be straightforward about what personal information we collect, why we collect it, and how we handle it. If you have any questions about this policy or about how we handle your data, please get in touch via the contact form at futurereferenced.com/contact.

02 What Personal Data We Collect

The only personal data we collect directly from you is what you choose to submit through our contact form. This may include your name, your email address, and any other information you voluntarily include in your message.

We do not collect data through account registration, purchases, or newsletter sign-ups. For personal documents shared as part of a coaching or training engagement, see Section 07 below.

03 Why We Collect Your Data & Legal Basis

We use the information you submit through our contact form solely to respond to your enquiry and any follow-up communication that naturally results from it.

We use your contact form data solely to respond to your enquiry and any follow-up communication that naturally results from it.

PURPOSE

Responding to your contact enquiry

LEGAL BASIS (UK GDPR)

Legitimate interest - you have initiated contact with us

We do not use your contact data for marketing purposes, or share it with third parties for their own purposes. Data submitted through our contact form is stored by Webnode as part of the platform on which this website operates; this is necessary for the functioning of the site and is governed by Webnode's own privacy policy. We do not use your contact data for any purpose other than responding to your message.

04 How Long We Keep Your Data

We retain contact form submissions only for as long as necessary to handle your enquiry and any reasonable follow-up. We do not store your personal data indefinitely and will delete it once it is no longer needed.

05 Data Security

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification or disclosure. Personal data submitted through this website is stored on the Webnode platform, which maintains its own security practices.

Where you share documents with us directly (for example by email) we recommend you avoid sending sensitive personal information through unsecured channels (e.g. share a direct personal link to a Google Doc). If you have any concerns about how to share information with us securely, please contact us before sending.

o 6 International Data Transfers

Future, Referenced operates across the United Kingdom and Australia. Personal information we hold may be stored or accessed in either jurisdiction in the course of providing our services. Both the UK and Australia maintain data protection frameworks that require personal information to be handled with appropriate safeguards. Where data is transferred between jurisdictions, we take reasonable steps to ensure it remains protected in a manner consistent with this policy.

o 7 Professional Documents & Client Materials

In the course of providing services, we may receive personal documents from you or about you, for example: CVs, résumés, cover letters, job applications, interview materials, or other documents relevant to your professional development or a specific engagement.

These documents may be provided directly by you as an individual client, or by an organisation that has engaged us to support their employees or students (for example, for interview preparation, résumé review, or career development work).

If you have shared documents with us directly: we will retain them only for the duration of your engagement with us and for a reasonable period thereafter (ordinarily no longer than 12 months) after which they will be securely deleted. If you would like your documents deleted sooner, please contact us via the contact form and we will action your request promptly.

If your documents were shared with us by an organisation: we will handle them on behalf of that organisation and will delete them once the engagement concludes, in accordance with any contractual terms agreed with that organisation, or earlier upon request. You may also contact us directly at any time to request deletion of your personal information. Please note that the organisation may additionally hold copies of your documents in accordance with their own privacy policy and the terms under which they originally requested them.

In either case, we do not use any documents or materials shared with us for any purpose other than delivering the specific service for which they were provided, and we do not share them with any third party.

Where documents are provided by or about individuals based in Australia, we handle that information in accordance with the Australian Privacy Principles as described in Section 10 below, in addition to the retention and handling practices set out in this section.

o 8 Cookies & Analytics

This website is built on the Webnode platform. Webnode operates Google Analytics and Google Tag Manager codes on this site for the purpose of detecting potential technical issues with the platform. These are infrastructure-level codes and do not require cookie consent.

When you first visit this site, you will be shown a cookie consent notice provided by Webnode. This notice allows you to accept or decline non-essential cookies before any are set. We have enabled this feature specifically so that your preferences are collected before any analytics activity begins.

If you accept cookies, anonymised usage data may be collected — such as pages visited, time spent on the site, your browser type and device, and general location at country or region level. If you decline, non-essential cookies will not be set.

You can update your cookie preferences at any time by clearing your browser cookies and revisiting the site, which will prompt the consent notice to appear again.

For full details, please review the relevant privacy policies:

- Google Privacy Policy: policies.google.com/privacy
- Webnode Privacy Policy: webnode.com/privacy-policy

09 Your Rights Under UK & EU GDPR

If you are based in the UK or EU, you have the following rights regarding your personal data:

RIGHT OF ACCESS	Request a copy of the personal data we hold about you.
RIGHT TO RECTIFICATION	Ask us to correct any inaccurate or incomplete data.
RIGHT TO ERASURE	Request that we delete your personal data ("right to be forgotten").
RIGHT TO RESTRICT PROCESSING	Ask us to limit how we use your data in certain circumstances.
RIGHT TO OBJECT	Object to our processing of your data where we rely on legitimate interest.
RIGHT TO WITHDRAW CONSENT	Where processing is based on consent, withdraw it at any time.

To exercise any of these rights, please contact us via the contact form at futurereferenced.com/contact. We will respond within one calendar month.

10 Your Rights Under Australian Privacy Law

If you are based in Australia, the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) apply to how we handle your personal information. You have the following rights:

RIGHT OF ACCESS	Request access to the personal information we hold about you.
RIGHT TO CORRECTION	Ask us to correct personal information that is inaccurate, out of date, incomplete, irrelevant or misleading.
RIGHT TO COMPLAIN	Lodge a complaint with us, and if unresolved, escalate to the Office of the Australian Information Commissioner (OAIC).

To exercise any of these rights, or to make a privacy complaint, please contact us via the contact form at futurereferenced.com/contact. We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days. If you are not satisfied with our response, you may escalate your complaint to the OAIC (see Section 11 below).

11 Complaints & Supervisory Authorities

United Kingdom: You have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

European Union: You may contact your local data protection supervisory authority.

Australia: If you are not satisfied with our response to a privacy complaint, you may escalate to the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or by calling 1300 363 992. The OAIC asks that you attempt to resolve the matter with us directly before making a formal complaint, and we are committed to working with you to do so.

1 2 Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with a revised “last updated” date. We encourage you to review this policy periodically.