

CoachingYOUforward - Privacy Policy

Last updated: October 05, 2025

Data Controller: CoachingYOUforward, Mississauga, Ontario, Canada

Email: coachingyouforward.ls@gmail.com

Website: www.coaching-you-forward.com

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1) What we collect

- Contact and identity data: name, email, phone, location/time zone.
- Coaching-related data: goals, history you choose to share, notes, session recordings (only with consent), intake forms.
- Transaction data: purchases, invoices, partial payment info (we do not store full card numbers).
- Technical data: IP address, device/browser, pages viewed, cookies and analytics.
- Marketing preferences: opt-in status and communication choices.

Sources include: directly from you; scheduling and meeting tools (for example, Zoom) when you book; payment processor(Stripe) when you pay; and website analytics.

2) How we use your data (purposes and legal bases)

- Provide and personalize Services (contract or legitimate interests).
- Scheduling, communication, and onboarding (contract or legitimate interests).
- Processing payments and invoices (contract or legal obligation).
- Sending updates and resources (consent or legitimate interests; you can opt out anytime).
- Improving our website and offerings (legitimate interests, analytics).
- Legal compliance and security (legal obligation or legitimate interests).

We do not sell your personal data.

3) Sharing your data

We share data only as needed with trusted third-party processors who help us operate (for example, payment processors, email marketing platforms, scheduling or document-signature tools, and cloud storage). They are obligated to protect your data and use it only for our stated purposes. We may disclose information if required by law or to protect rights and safety.

4) International data transfers

If you are outside Canada, your data may be transferred to and processed in Canada (and where our processors operate). By using our Services, you consent to these transfers. We take reasonable measures to protect your data consistent with applicable laws.

5) Data retention

We keep client records for seven (7) years after services end (or longer if required by law). Website and marketing data is retained only as long as necessary for the purposes described. When no longer needed, we delete or anonymize data.

6) Security

We use best practice technical and organizational measures (secure platforms, access controls, encryption where appropriate). We strive to protect your information.

7) Your rights

Depending on your location, you may have rights to access, correct, or delete your personal data; object to or restrict processing; data portability; withdraw consent (for example, marketing) at any time; and lodge a complaint with your local authority. To exercise rights, email coachingyouforward.ls@gmail.com. We may need to verify your identity before responding.

8) Children

Our Services are not directed to children under 16. We do not knowingly collect data from children. If you believe a child has provided data, contact us to remove it.

9) Cookies and similar technologies

We use cookies to run the site, remember preferences, and analyze traffic.

Types: essential (required for the site), performance/analytics (usage insights), preferences (remember choices).

Your choices: most browsers let you block or clear cookies, and you can decline non-essential cookies via our banner where available. Disabling some cookies may affect functionality.

10) Email marketing (CASL/GDPR)

We send emails only with your consent or where permitted by law. You can unsubscribe at any time via the link in our emails or by writing to coachingyouforward.ls@gmail.com.

11) Changes to this Privacy Policy

We may update this Policy. Changes take effect when posted with the Last updated date. Continued use of the site after changes means you accept the updated Policy.

12) Contact us

Questions or requests about privacy: coachingyouforward.ls@gmail.com

CoachingYOUforward provides personal and professional development coaching and does not offer medical, psychological, or therapeutic services.