

# Privacy Policy

This Privacy Policy applies to our website and service that we supply to you.

## What type of information do we collect?

Any information you supply Nev LF Coaching with, or information we gather is solely used to deliver the best service to you, e.g Setting up your personal account (name, email address). This information along with other special data will not be shared with any third party.

Special Data in question are: Contact details, Payment method and Transactions details, or any information needed to build your 'Training Profile'. We collect the internet protocol (IP) address used to connect your computer to the internet: login detail, we may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

If you opt in to join the community page your profile will be visible to other community users on the website, but you have total control whether to opt in or out of the Community Page.

## How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

## Why do we collect such personal information?

We collect such Non-personal and personal information for the following purposes:

1. To provide and operate the services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal information, which we or our business partners may use to provide and improve or respective services;
5. To comply with any applicable laws and regulations.

## **How do we store, use, share and disclose your site visitors' personal information?**

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure services behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, masterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

## **How do we communicate with our site visitors?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our Users Agreement, applicable national laws, and agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

# **Cookie Policy**

We use cookies to provide you with the best possible service while you browse through this website. By continuing to browse and use this website you implicitly agree to the usage of cookies on this site.

## **Why do we use cookies?**

- (I) The cookies is use to help you navigate our website
- (!!) Deliver the service you request on the site, e.g return you to previous pages
- (!!!) Keep you logged in when you use the website
- (!V) Remember and update your selected services after you edit them.

## What types of Cookies do we use ?

### Essential Cookies:

These Cookies enable core functionality such as security, verification of identity and network management. These Cookies can't be disabled.

### Marketing Cookies:

These Cookies are used to track advertising effectiveness to provide a more relevant service and deliver better ads to suit your interests.

### Functional Cookies:

These Cookies collect data to remember choices users make to improve and give a more personalised experience.

### Analytics Cookies:

These Cookies help us to understand how visitors interact with our website, discover errors and provide a better overall Analytics.

## Third Party Cookies

These Cookies are not controlled by us but by third Parties such as Facebook, Instagram and Google Analytics, when we use their Ads service or apps on this site. Where some cookies can be designed to meet marketing needs, cookies can also be controlled by you by amending your browser setting to block some or all cookies. Please be aware that if you block cookies from the websites, some or all of the website's functions may not perform as first intended.

**You can check which Cookies are used on each page you browse, click the Secure icon (Padlock) next to the URL bar and select Cookies.**

## Your rights to withdraw your consent

Under the General Data Protection Regulation, you, as a data subject, have a number of rights which are topic highlighted: **(i) Access to personal data. (ii) Correction Of personal data. (iii) Right to withdraw consent. (iv) Right of erasure. (v) Right to data portability. (vi) Right to restrict processing of personal data. (vii) Right to object to processing of personal data. (viii) Right relating to automated decision making and profiling.**

We will take all precautions to keep your data safe and secure at all times, but if the need for you to discuss any concern regarding Privacy Policy please contact us stating any of the rights referenced above. Email: [contactnevlf@coachingnlf.info](mailto:contactnevlf@coachingnlf.info)

## **Privacy Policy update**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Customer Service. Email: [contactnevf@coachingnlf.info](mailto:contactnevf@coachingnlf.info)

**POLICY EFFECTIVE DATE:** 24th May 2021