



Privacy Policy

At **Choose Coaching** we are committed to protecting your privacy as a customer and an online visitor to our website. It is **Choose Coaching**'s policy to respect your privacy regarding any information we may collect from you across our website, www.choosecoaching.com.au, and other sites we own and operate. We use the information we collect about you to maximise the services we provide to you.

Please read our privacy policy below carefully.

Information we collect

1. Log data

When you visit our website, our servers may automatically log the standard data provided by your web browser. This data is considered "non-identifying information", as it does not personally identify you on its own. It may include your computer's Internet Protocol (IP) address, your browser type and version, the pages you visit, the time and date of your visit, the time spent on each page, and other details.

We may also collect data about the device you are using to access our website. This data may include the device type, operating system, unique device identifiers, device settings, and geo-location data. What we collect can depend on the individual settings of your device and software. We recommend checking the policies of your device manufacturer or software provider to learn what information they make available to us.

2. Personal information

We may ask for personal information, such as your:

- Name
- Company Name
- Email
- Phone/mobile number
- Mailing address
- Work address
- Payment information
- Survey responses
- Support queries
- Blog comments
- Social Media handles

This data is considered “identifying information”, as it can personally identify you. We only request personal information relevant to providing you with a service, and only use it to help provide or improve this service.

Our services are not directed to persons under 18 and we do not knowingly collect Personal Data from anyone under 18. If we become aware that a child under 18 has provided us with Personal Data, we will delete that information as quickly as possible. If you are the parent or guardian of a child and you believe they have provided us with Personal Data without your consent, then please contact us.

How we collect information

We collect information by fair and lawful means, with your knowledge and consent. We also let you know why we’re collecting it and how it will be used. You are free to refuse our request for this information, with the understanding that we may be unable to provide you with some of your desired services without it.

Use of information

We may use non-identifying information we collect in aggregated and anonymised forms to improve our services, including administering our website, producing reports and analytics, advertising our products and services, identifying user demands and assisting in meeting customer needs generally.

We may use a combination of identifying and non-identifying information to understand who our visitors are, how they use our services, and how we may improve their experience of our website in future.

We may also use the information we collect to deliver our services to you, including: communicating with you, providing technical support, notifying you of updates and offers, sharing useful content, measuring customer satisfaction, diagnosing problems and providing you with a personalised website experience.

We do not disclose the specifics of this information publicly but may share aggregated and anonymised versions of this information, for example, in website and customer usage trend reports.

Any information you choose to make publicly available, such as blog comments and testimonials on our website, will be available for others to see. If you subsequently remove this information, copies may remain viewable in cached and archived pages on other websites or if others have copied or saved the information.

We may use your personal details to contact you with updates about our website and services, along with promotional content that we believe may be of interest to you. If you wish to opt out of receiving promotional content, you can follow the “unsubscribe” instructions provided alongside any promotional correspondence from us.

Data processing and storage

The personal information we collect is stored and processed in, or where we or our partners, affiliates and third-party providers maintain facilities. We only transfer data within jurisdictions subject to data protection laws that reflect our commitment to protecting the privacy of our users. All information we receive from you is stored and protected on secure servers from unauthorised use or access. Any credit card information is encrypted before transmission and is not stored by us.

We only retain personal information for as long as necessary to provide a service, or to improve our services in future. While we retain this data, we will protect it within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification. That said, we advise that no method of electronic transmission or storage is 100% secure and cannot guarantee absolute data security.

From time to time, and to enable us to deliver our services, we may transfer information that we collect about you, including Personal Data, across borders for storage and processing in countries other than Australia. If your Personal Data is transferred and processed outside Australia, it will only be transferred to countries that have adequate privacy protections.

We retain your personal information for as long as needed to provide services to you and as otherwise necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

If you request your personal information be deleted, or where your personal information becomes no longer relevant to our operations, we will erase it from our system within a reasonable timeframe.

In the event there is a breach of our security and your Personal Data is compromised, we will promptly notify you in compliance with the applicable law.

Cookies

We may use “cookies” to collect information about you and your activity across our site. A cookie is a small piece of data that our website stores on your computer, and accesses each time you visit, so we can understand how you use our site. This helps us serve you content based on preferences you have specified. Please refer to our Cookie Policy for more information.

For more detailed information about the use of Cookies, please click on this [Cookie Policy](#) link.

Third-party access to information

We do not and will not sell or deal in Personal Data or any customer information.

We may use third-party services for:

- Analytics tracking
- User authentication
- Advertising and promotion
- Content marketing
- Email marketing
- Booking Services
- Payment processing

These services may access our data solely for the purpose of performing specific tasks on our behalf. We do not share any personally identifying information with them without your explicit consent. We do not give them permission to disclose or use any of our data for any other purpose.

We may, from time to time, allow limited access to our data by external consultants and agencies for the purpose of analysis and service improvement. This access is only permitted for as long as necessary to perform a specific function. We only work with external agencies whose privacy policies align with ours.

Disclosure of your information

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

It may be our right to refuse government and law enforcement requests for data if we believe a request is too broad or unrelated to its stated purpose. However, we may cooperate if we believe the requested information is necessary and appropriate to comply with legal process, to protect our own rights and property, to protect the safety of the public and any person, to prevent a crime, or to prevent what we reasonably believe to be illegal, legally actionable, or unethical activity.

Also, we may use your Personal Data to protect the rights, property or safety of **Choose Coaching** and choosecoaching.com.au, our customers or third parties.

If there is a change of control in one of our businesses (whether by merger, sale, transfer of assets or otherwise) customer information, which may include your Personal Data, could be transferred to a purchaser under a confidentiality agreement. We would only disclose your Personal Data in good faith and where required by any of the above circumstances.

We do not otherwise share or supply personal information to third parties. We do not sell or rent your personal information to marketers or third parties.

Limits of our policy

This privacy policy only covers **Choose Coaching**'s own collecting and handling of data. We only work with partners, affiliates and third-party providers whose privacy policies align with ours, however

we cannot accept responsibility or liability for their respective privacy practices.

Our website may link to external sites that are not operated by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites.

Please be aware that we have no control over the content and policies of those sites or their privacy practices and cannot accept responsibility or liability for their respective privacy practices.

We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by this website.

Changes to this policy

At our discretion, we may change our privacy policy to reflect current acceptable practices. We will take reasonable steps to let users know about changes via our website. If you are a registered user on www.choosecoaching.com.au, we will notify you using the contact details saved in your account. Your continued use of this site after any changes to this policy will be regarded as acceptance of our practices around privacy and personal information.

Your rights and responsibilities

As our user, you have the right to be informed about how your data is collected and used. You are entitled to know what data we collect about you, and how it is processed. You are entitled to correct and update any personal information about you, and to request this information be deleted.

You are entitled to restrict or object to our use of your data, while retaining the right to use your personal information for your own

purposes. You have the right to opt out of data about you being used in decisions based solely on automated processing.

Information abuse and community misconduct

We do not tolerate doxing (publishing of private or personal information about an individual without their consent), cyberbullying, or other forms of information abuse on www.choosecoaching.com.au.

Feel free to contact us if you have any concerns or questions about how we handle your data and personal information.

Choose Coaching Data Protection

info@choosecoaching.com.au

Download a PDF copy of this policy [here](#).

