

# PRIVACY POLICY

## What Information is collected?

*We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. 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. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile. We will only collect information that is reasonably necessary to provide appropriate services. We may also use "cookies" to collect certain information from all users, including website visitors who don't buy anything through our Website. A cookie is a string of data our system sends to your computer and then uses to identify your computer when you return to our Website. Cookies give us usage data, like how often you visit, where you go at the site, and what you do.*

## How do you 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 may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- 1. To advise and suggest health and wellness and lifestyle options.*
- 2. To contact you by phone, SMS, Skype, e-mail, online messaging, and/or other secure messaging to book and confirm appointments, distribute health strategies, plans, reminders and notifications.*
- 3. To obtain payment for the services.*
- 4. To improve our website in order to better serve you.*
- 5. To allow us to better service you in responding to your customer service requests.*
- 6. To administer a contest, promotion, survey or other site feature.*
- 7. To quickly process your transactions.*
- 8. To send periodic emails regarding your order or other products and services.*

9. *To provide and operate the Services.*
10. *To provide our Users with ongoing customer assistance and technical support.*
11. *To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages.*
12. *To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we may use to provide and improve our respective services.*
13. *To comply with any applicable laws and regulations.*

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

*C&You Coaching 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 servers 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 User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages.*

### **Do we use cookies and other tracking tools?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.

- Keep track of advertisements.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies. If you disable cookies off, some features will be disabled. It won't affect the user's experience that makes your site experience more efficient and some of our services will not function properly.

### **Third Party Disclosure**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **How can our site visitors' withdraw their consent?**

*If you don't want us to process your data anymore, please contact us at [contact@cyoucoaching.com](mailto:contact@cyoucoaching.com)*

### **Privacy policy updates**

*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.*

### **Questions and your contact information**

*If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [contact@cyoucoaching.com](mailto:contact@cyoucoaching.com)*