

Privacy Policy for Coach Ness, LLC at www.icoachness.com

Effective Date: October 14, 2024

At Coach Ness, LLC, your privacy is a top priority. This Privacy Policy outlines how we collect, use, protect, and share your personal information when you visit our website, engage with our services, or interact with us in any way.

1. Information We Collect

We may collect the following types of information:

- **Personal Identification Information:** Name, email address, phone number, physical address, and payment details.
- **Health Information:** Information related to your fitness goals, health conditions, or workout preferences that you voluntarily provide through questionnaires, consultations, or forms.
- **Usage Data:** Information about how you access and use our website, such as IP address, browser type, device information, and website behavior through cookies and tracking technologies.
- **Communication Data:** Records of interactions, such as emails, inquiries, and chat messages.

2. How We Use Your Information

We may use your personal information for the following purposes:

- **Providing Services:** To offer personal training services, workout plans, fitness consultations, and any other related services.
- **Personalization:** To tailor fitness programs or recommendations based on your health and fitness data.
- **Communication:** To respond to your inquiries, send appointment reminders, updates, or marketing communications (with your consent).
- **Improving the Website:** To enhance user experience by analyzing website traffic and usage patterns.
- **Payment Processing:** To handle payments for our services securely.
- **Compliance and Legal Obligations:** To comply with legal obligations or exercise our legal rights.

3. How We Share Your Information

We do not sell or rent your personal information to third parties. However, we may share your data in the following circumstances:

- **Service Providers:** We may share data with trusted third-party providers (e.g., payment processors, email services) to perform business functions on our behalf.
- **Legal Requirements:** We may disclose information if required by law or in response to legal requests.

- **Business Transfers:** In the event of a merger, sale, or acquisition, your data may be transferred to the new entity.

4. Cookies and Tracking Technologies

We use cookies and similar technologies to track your interactions with our website, improve functionality, and personalize content. You can manage cookie preferences through your browser settings.

5. Data Security

We implement reasonable security measures, including encryption and access controls, to protect your personal information. However, no system is 100% secure, and we cannot guarantee the absolute security of your data.

6. Data Retention

We retain personal information for as long as necessary to provide services or as required by law. Once the data is no longer needed, we securely dispose of it.

7. Your Rights

As a resident of Chicago, IL, and/or under applicable laws, you have the following rights regarding your data:

- **Access:** You may request a copy of the personal information we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete data.
- **Deletion:** You may request that we delete your personal information, subject to legal requirements.
- **Opt-Out:** You can opt out of marketing communications at any time by following the unsubscribe instructions in our emails or contacting us directly.

8. Children's Privacy

Our services are not intended for individuals under the age of 18, and we do not knowingly collect information from minors. If we become aware that we have inadvertently collected information from a child under 18, we will promptly delete it.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Effective Date." Please review it periodically.

10. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Coach Ness, LLC

icoachness@gmail.com

312.779.1179

2539 S. Millard Ave. Suite 5

Chicago, IL 60623

www.icoachness.com

This Privacy Policy ensures that www.icoachness.com complies with relevant privacy laws, including the California Consumer Privacy Act (CCPA) and the General Data Protection Regulation (GDPR) where applicable.