

Privacy Policy

Effective Date: September 2025

Way Forward Life Coach to Change (“we,” “our,” “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website, sign up for sessions, events, or newsletters, and interact with our services.

1. Information We Collect

We may collect the following types of personal information:

- **Contact details** (name, email address, phone number)
 - **Booking details** (session times, workshop/event registrations)
 - **Payment information** (processed securely through third-party providers; we do not store card details)
 - **Communications** (emails, messages, testimonials you choose to share)
 - **Website usage data** (cookies, analytics, IP address, device type)
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2. How We Use Your Information

We use your information to:

- Provide coaching sessions, workshops, and events
 - Process bookings and payments
 - Send newsletters, updates, and offers (with your consent)
 - Respond to enquiries and provide support
 - Improve our website, services, and customer experience
 - Comply with legal obligations
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3. Sharing Your Information

We do not sell or trade your personal information. We may share it with:

- Trusted third-party service providers (e.g., Wix, payment processors, email platforms)
 - Legal authorities, if required by law
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4. Cookies & Tracking

Our website may use cookies and analytics tools to understand how visitors use the site and improve performance. You can adjust your browser settings to decline cookies if you prefer.

5. Data Retention

We retain your personal data only as long as necessary to provide services, comply with legal obligations, or resolve disputes.

6. Your Rights

You have the right to:

- Access, correct, or delete your personal information
- Withdraw consent for marketing communications at any time
- Request data portability or object to processing

To exercise these rights, contact us at: **Rosita Lovisetto**

7. Security

We take reasonable technical and organisational measures to protect your personal data. However, no online system can be guaranteed 100% secure.

8. Third-Party Links

Our website may contain links to external websites. We are not responsible for their privacy practices or content.

9. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be posted on our website with the effective date.

10. Contact Us

For any questions about this Privacy Policy or your personal data, please contact:

Way Forward – Life Coach to Change

 rose@lifecoachtochange.com