

# Privacy Policy

This Privacy Policy explains how I collect, use, and protect your personal data when you visit my website, contact me, or engage in my coaching services.

I am committed to handling your personal data with care, confidentiality, and transparency, in accordance with applicable data protection laws, including the General Data Protection Regulation (GDPR) and the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL).

---

## Who I am

Audrey Claes  
Coach Audrey Claes  
Email: [info@coachaudreyclaes.com](mailto:info@coachaudreyclaes.com)

---

## What information I collect

I may collect and process the following personal data:

- Your name, email address, and phone number
  - Information you provide via WhatsApp, email, or contact forms
  - Information you choose to share during coaching sessions
  - Technical data such as IP address, browser type, and website usage (via cookies)
- 

## How I use your information

Your personal data is used to:

- Respond to your inquiries and messages
- Schedule and deliver coaching sessions
- Communicate with you about my services
- Improve my website and user experience

I only process your personal data when there is a lawful basis to do so, including:

- **Your consent** (e.g. when you contact me or submit your details)
  - **Performance of a contract** (e.g. when you engage in coaching services)
-

## Consent

By contacting me, submitting your information, or using my services, you consent to the collection and use of your personal data as described in this Privacy Policy.

You have the right to withdraw your consent at any time by contacting me.

---

## Confidentiality

Your privacy is extremely important to me. Any personal information shared during coaching sessions is treated with strict confidentiality and respect.

---

## How your data is shared

I do not sell or share your personal data with third parties for marketing purposes.

Your data may be shared with trusted third-party service providers only when necessary to operate my business, such as:

- Communication platforms (e.g. WhatsApp, email providers)
- Payment providers (if applicable)
- Website hosting or technical providers

These providers are required to process your data securely and in accordance with applicable data protection laws.

---

## International data transfers

As I work with international clients, your personal data may be transferred to and processed in countries outside your country of residence, including outside the European Union or the United Arab Emirates.

I take all reasonable steps to ensure your data remains protected and handled securely in line with applicable data protection laws.

---

## Data security

I take appropriate technical and organisational measures to protect your personal data from unauthorized access, loss, misuse, or disclosure.

---

## Data retention

I only retain your personal data for as long as necessary to:

- provide my coaching services
- comply with legal and administrative obligations

When your data is no longer required, it will be securely deleted or anonymised.

---

## Your rights

Depending on your location, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data
- Restrict or object to processing
- Withdraw your consent at any time

To exercise any of these rights, please contact me directly.

---

## Cookies

My website may use cookies or similar technologies to improve your browsing experience and analyze website usage.

You can manage or disable cookies through your browser settings.

---

## Third-party links

My website may contain links to external websites. I am not responsible for the privacy practices of those websites, and I encourage you to review their policies separately.

---


## Changes to this Privacy Policy

I may update this Privacy Policy from time to time. Any changes will be posted on this page.

---

## Contact

If you have any questions about this Privacy Policy or how your data is handled, you can contact me at:

 [info@coachaudreyclaes.com](mailto:info@coachaudreyclaes.com)