

Coaching Loft - GDPR Compliance Documentation

1. Introduction

Coaching Loft is committed to protecting the privacy and personal data of our users in accordance with the General Data Protection Regulation (GDPR). This comprehensive GDPR-related documentation outlines our practices, procedures, and measures to ensure compliance with the GDPR's requirements.

2. Data Controller and Contact Information

Coaching Loft acts as the data controller for the personal data collected and processed through our platform. If you have any questions, concerns, or requests regarding your personal data or our GDPR compliance, please contact us using the following information:

Company Name: Coaching Loft - Fluent XP DWC-LLC

Address: Floor 3, Bldg. A3, Business Center, Dubai, United Arab Emirates

Email: info@coachingloft.com

3. Legal Basis for Data Processing

Coaching Loft processes personal data based on one or more lawful bases as defined in Article 6 of the GDPR. These include the necessity of processing for the performance of a contract, compliance with legal obligations, consent obtained from the data subject, and legitimate interests pursued by Coaching Loft or a third party.

4. Types of Personal Data Collected

We collect and process various types of personal data necessary for the provision of our services. This may include but is not limited to:

- Contact information (name, email address, phone number)
- Profile information (biographical details, professional background)
- Communication records (emails, chat transcripts)

5. Purposes of Data Processing

Coaching Loft processes personal data for the following purposes:

- Providing coaching services to users
- Managing user accounts and profiles
- Facilitating communication between users and coaches
- Processing payments and managing billing using a third-party provider
- Responding to user inquiries, support requests, and feedback
- Conducting analytics and improving our platform's functionality
- Complying with legal obligations and regulatory requirements

6. Data Retention

We retain personal data for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. The specific retention periods may vary depending on the type of personal data and applicable legal requirements.

7. Data Security Measures

Coaching Loft implements appropriate technical and organizational measures to protect personal data against unauthorized access, accidental loss, destruction, or alteration. These measures include:

- Secure data storage and access controls
- Encryption of sensitive data in transit and security assessments and audits
- Staff training on data protection and security
- Incident response and breach management protocols

8. User Rights and Data Subject Requests

Coaching Loft respects the rights of individuals concerning their personal data. Users have the right to:

- Access their personal data held by Coaching Loft
- Rectify any inaccuracies in their personal data
- Erase their personal data, subject to legal obligations
- Restrict or object to the processing of their personal data

- Receive a copy of their personal data in a structured format
- Withdraw consent for processing, where applicable

To exercise these rights or make any data subject requests, users can contact Coaching Loft using the provided contact information. We will promptly respond to such requests in accordance with applicable data protection laws.

9. Third-Party Data Processors

Coaching Loft may engage trusted third-party service providers to assist in delivering our services. These third-party processors are carefully selected and contracted based on their ability to comply with GDPR requirements and maintain the necessary security measures for data protection.

10. International Data Transfers

In the course of providing our services, personal data may be transferred to and processed in countries outside the European Union (EU) or European Economic Area (EEA). Any such transfers will be conducted in compliance with the GDPR, utilizing appropriate safeguards, such as standard contractual clauses or approved mechanisms for data transfers.

11. Data Breach Notification

Coaching Loft has established robust procedures for detecting, assessing, and promptly responding to any personal data breaches. In the event of a data breach that poses a risk to individuals' rights and freedoms, we will notify the relevant supervisory authority and affected individuals without undue delay, as required by the GDPR.

12. Updates and Changes to GDPR Compliance Documentation

Coaching Loft may periodically review and update this GDPR-related documentation to reflect changes in our practices, legal requirements, or regulatory frameworks. Users will be informed of any material changes through appropriate means, such as notifications or updated documentation on our website.

This comprehensive GDPR-related documentation aims to provide transparency and assurance regarding Coaching Loft's commitment to protecting the privacy and personal data of our users. For any further inquiries or information, please contact us using the provided contact details.

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