

Privacy Policy

Introduction

Claudia Laschet, Transformational Coaching and Hypnotherapy, values your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal data when you visit or interact with our website, subscribe to our services, or purchase products. By using this website, you agree to the terms described herein.

We comply with the **New Zealand Privacy Act 2020** and follow the **Information Privacy Principles (IPPs)** that govern the collection, use, disclosure, and storage of personal information.

Consent

By providing personal information through our website, you consent to our collection, use, and storage of your information in accordance with this Privacy Policy. If you do not agree, please do not use the site or submit personal data.

Information We Collect

We may collect personal information including your name, email address, telephone number, billing address, and any other information you choose to provide when you contact us, sign up for newsletters or freebies, or purchase our services or products.

We may also collect anonymous data such as browser type, IP address, and device identifiers for statistical purposes.

How We Use Your Information

Your data may be used to:

- Fulfil our contractual obligations

- Communicate with you
- Deliver purchased products or services
- Send marketing or promotional materials (if you opted in)
- Improve the functionality and performance of our services

You can unsubscribe from marketing at any time using the link provided in our emails.

Cookies and Tracking Technology

Our website uses cookies and other tracking technologies (e.g., Google Analytics, Facebook Pixel) to analyze site usage, improve performance, and personalize your experience. You can manage your cookie preferences through your browser settings.

Third-Party Services

We may share your information with trusted third parties such as ThriveCart, payment processors, and email marketing providers to deliver services and operate our business. These providers are required to handle your data securely and only for the purposes agreed.

Overseas Data Transfers

Your information may be processed or stored on servers located outside New Zealand. In these cases, we take reasonable steps to ensure that overseas recipients protect your information in a way that is comparable to the safeguards under the New Zealand Privacy Act 2020 (for example, through contractual obligations or the provider's adherence to recognised privacy standards).

Data Retention

We retain personal information only as long as necessary to fulfil the purposes for which it was collected, including legal, contractual, and accounting obligations. You may request deletion of your data at any time unless we are required to retain it by law.

Security Measures

We use commercially reasonable methods to protect your data, including Secure Sockets Layer (SSL) encryption. While we take steps to safeguard your information, no transmission or storage system can be guaranteed 100% secure. If a data breach occurs, we will notify affected users where required under the Privacy Act 2020.

Your Rights

You have the right to:

- Access the personal information we hold about you
- Request correction or updates
- Request deletion (subject to legal obligations)
- Object to or restrict certain types of processing
- Withdraw your consent to processing at any time

To exercise these rights, please contact us at welcome@claudialaschet.com.

Complaints

If you have a concern about how your personal information has been handled, please contact us at welcome@claudialaschet.com and we will work with you to resolve the issue.

If you are not satisfied with our response, you can make a complaint to the Office of the Privacy Commissioner at www.privacy.org.nz.

Minors

Our website and services are intended for individuals over the age of 18. We do not knowingly collect information from minors. If you believe a child has provided us with personal information, please contact us so we can remove it.

Changes to This Policy

We reserve the right to modify this Privacy Policy at any time. Changes will be posted on this page. Continued use of the website following updates constitutes acceptance of the revised policy.

Business Address: 10 Rowling Place, Cambridge 3432, New Zealand

Email: welcome@claudialaschet.com

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