

Thank you for choosing to be part of our community at CoachablePros (“Company,” “we,” “us,” “our”). We know that our users (“you,” “your”) take your privacy seriously and we are committed to protecting your personal information and your right to privacy. We care about how your personal information is used and shared. When you visit our website <https://www.CoachablePros.com> and use our Services, you trust us with your personal information and we take that very seriously.

Please read the following carefully to learn more about our Privacy Policy. By visiting or using the Website or Services in any manner, you acknowledge that you accept the practices and policies outlined in this Privacy Policy, and you hereby consent that we will collect, use, and share your information in the following ways. If there are any terms in this privacy policy with which you do not agree, please discontinue use of our Website and Services. Any capitalized terms used herein without definition shall have the meaning given to them in the Company General Terms of Use.

I. WHAT DOES THIS PRIVACY POLICY COVER?

This Privacy Policy covers our treatment of personally identifiable information (“Personal Information”) that we gather when you are accessing or using our Website. This policy does not apply to the practices of companies that we do not own or control, or to individuals that we do not employ or manage.

We do not knowingly collect or solicit personal information from anyone under the age of 18 or knowingly allow such persons to register for the Services (as that term is defined in our Terms of Use. If you are under 18, please do not attempt to register for the Services or send any information about yourself to us, including your name, address, telephone number, or email address. No one under age 18 may provide any personal information to us or on the Services. In the event that we learn that we have collected personal information from a child under age 18 without verification of parental consent, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 18, please contact us at team@CoachablePros.com.

II. WHAT INFORMATION DOES COMPANY COLLECT?

We gather various types of Personal Information from our users, as explained more fully below. We may use this Personal Information to personalize and improve our services, to allow our users to set up a user account and profile, to contact users, to fulfill your requests for certain products and services, to analyze how users utilize the Website, and as otherwise set forth in this Privacy Policy. We may share certain types of Personal Information with third parties (described in this Section and in Section III below). We collect the following types of information:

A. Information You Disclose to Us

In Short: We collect personal information that you provide to us such as name, address, contact information, passwords and security data, and payment information.

We receive and store any information you knowingly provide to us. For example, we may collect Personal Information such as your name, email address, passwords, security data, and browser information [and third-party account credentials (for example, your log-in credentials for other third party sites)]. [If you provide your third-party account credentials to us, you understand some content and/or information in those accounts (“Third Party Account Information”) may be transmitted into your account with us if you authorize such transmissions, and that Third Party Account Information transmitted to our Website is covered by this Privacy Policy.] You can choose not to provide us with certain information, but then you may not be able to register with us or to take advantage of some of our features. We may anonymize your Personal Information so that you cannot be individually identified, and provide that information to our partners.

B. Information Collected Automatically

In Short: Some information -such as IP address and/or browser and device characteristics - is collected automatically when you visit our Website or Register for our Services.

Whenever you interact with our Website, we automatically receive and record information on our server logs from your browser including your IP address, “cookie” information, and the page you requested. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services and other technical information. This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

“Cookies” are identifiers we transfer to your computer or mobile device that allow us to recognize your browser or mobile device and tell us how and when pages in our Website are visited and by how many people. You may be able to change the preferences on your browser or mobile device to prevent or limit your computer or device’s acceptance of cookies, but this may prevent you from taking advantage of some of our Website’s features. If you click on a link to a third party website, such third party may also transmit cookies to you. This Privacy Policy does not cover the use of cookies by any third parties.

When we collect usage information (such as the numbers and frequency of visitors to the Website), we only use this data in aggregate form. For example, this aggregate data tells us how often users use parts of the Website, so that we can make the Website appealing to as many users as possible. We may also provide this aggregate information to our partners; our partners may use such information to understand how often and in what ways people use our Website, so that they, too, can provide you with an optimal experience. We never disclose aggregate information to a partner in a manner that would identify you personally.

C. E-mail and Other Communications:

We may contact you, by email or other means; for example, we may send you promotional offers on behalf of other businesses, or communicate with you about your use of the Website. Also, we may receive a confirmation when you open an email from us. This confirmation helps us make emails more interesting and improve our service. If you do not want to receive email or other mail from us, please indicate your preference by emailing team@coachablepros.com. Please note that if you do not want to receive legal notices from us, those legal notices will still govern your use of the Website, and you are responsible for reviewing such legal notices for changes

III. HOW DO WE USE YOUR INFORMATION?

In Short: We process your information on the basis of legitimate business interests, fulfillment of our contract with you, compliance with our legal obligations, and/or your consent.

We use personal information collected via our Services for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below. We use the information we collect or receive:

To send administrative information to you. We may use your personal information to send you product, service and new feature information and/or information about changes to our terms, conditions, and policies.

IV. WILL COMPANY SHARE ANY OF THE PERSONAL INFORMATION IT RECEIVES?

In Short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfill business obligations.

We neither rent nor sell your Personal Information in personally identifiable form to anyone. We share your Personal Information in personally identifiable form with third parties as described below.

We may process or share data on the following legal bases:

1. **Consent:** we may process your data if you have given us specific consent to use your personal information in a specific purpose.
2. **Legitimate Interests:** We may process your data when it is reasonably necessary to achieve our legitimate business interests.

3. **Performance of a Contract:** Where we have entered into a contract with you, we may process your personal information to fulfill the terms of our contract.
4. **Legal Obligations:** Your information is not reported or used in any manner that would reveal personally identifiable information, and will not be released to outside parties unless the release is legally required in connection with investigations by law enforcement or other legal proceedings, or in accordance with the Texas Public Information Act. We may disclose your information where we are legally required to do so in order to comply with any applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in a response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
5. **Vital Interests:** We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

A. Affiliated Businesses and Third Party Websites We Do Not Control:

In certain situations, businesses or third party websites with which we are affiliated may sell items or provide services to you through the Website (either alone or jointly with us). You can recognize when an affiliated business is associated with such a transaction or service, and we will share your Personal Information with that affiliated business only to the extent that it is related to such transaction or service. One such service may include the ability for you to choose to automatically transmit Third Party Account Information to your Website profile or to automatically transmit information in your Website profile to your third party account. We have no control over the policies and practices of third party websites as to privacy or anything else, so if you choose to allow these automatic transmissions, please review all third party websites' policies.

B. Agents:

We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you. Unless we tell you differently, our agents do not have any right to use the Personal Information we share with them beyond what is necessary to assist us.

C. User Profiles and Submissions:

Certain user profile information, including without limitation a user's name, location, and content that such user has uploaded to the Website, may be displayed to other users to facilitate user interaction within the Website or address your request for Company's services. Your user name may also be displayed to other

users if and when you send messages or comments or upload content through the Website and other users can contact you through messages and comments.

D. Business Transfers:

We may choose to buy or sell assets. In these types of transactions, customer information is typically one of the business assets that is transferred. Also, if we (or substantially all of our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information would be one of the assets transferred to or acquired by a third party.

E. Protection of Company and Others:

We reserve the right to access, read, preserve, and disclose any information that we reasonably believe is necessary to comply with law or court order; enforce or apply our conditions of use and other agreements; or protect the rights, property, or safety of Company, our employees, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

F. For Use on the Service:

Any information you (or, as applicable, users that are your coach or that you coach) submit to us over the Services may be made available to your coach or other authorized users (as applicable) in connection with a coaching relationship.

G. With Your Consent:

Except as set forth above, you will be notified when your Personal Information may be shared with third parties, and will be able to prevent the sharing of this information.

V. IS PERSONAL INFORMATION ABOUT ME SECURE?

Your account is protected by a password for your privacy and security. If you access your account via a third party site or service, you may have additional or different sign-on protections via that third party site or service. You must prevent unauthorized access to your account and Personal Information by selecting and protecting your password [and/or other sign-on mechanism] appropriately and limiting access to your computer or device and browser by signing off after you have finished accessing your account.

We endeavor to protect the privacy of your account and other Personal Information we hold in our records, but we cannot guarantee complete security. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time.

The Website may contain links to other sites. We are not responsible for the privacy policies and/or practices on other sites. When following a link to another site you should read that site's privacy policy.

V. WHAT PERSONAL INFORMATION CAN I ACCESS?

Through your account settings, you may access, and, in some cases, edit or delete the following information you've provided to us:

- Name and password
- Email address
- Location
- User profile information, including images and or other content you have uploaded to the site

The information you can view, update, and delete may change as the Website changes. If you have any questions about viewing or updating information we have on file about you, please contact us at team@CoachablePros.com.

VI. WHAT CHOICES DO I HAVE?

You can always opt not to disclose information to use, but keep in mind some information may be needed to register with us or to take advantage of some of our special features.

You may be able to add, update, or delete information as explained in Section V above. When you update information, however, we may maintain a copy of the unrevised information in our records. You may request deletion of your account by contacting us at team@coachablepros.com. We may use any aggregated and data derived from or incorporating your Personal Information after you update or delete it, but not in a manner that would identify you personally.

VII. CHANGES TO THIS PRIVACY POLICY

We may amend this Privacy Policy from time to time. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is used. If we make changes in the way we use Personal Information, we will notify you by posting an announcement on our Website or sending you an email. You

are bound by any changes to the Privacy Policy when you use the Website after such changes have been first posted.

VIII. EU-U.S. PRIVACY SHIELD

CoachablePros, LLC has self-certified to the EU-U.S. Privacy Shield with respect to Customer Data. For more information, see our Privacy Shield Notice.

IX. QUESTIONS OR CONCERNS

If you have any questions or concerns regarding our privacy policies, please send us a detailed message to team@CoachablePros.com. We will make every effort to resolve your concerns.

To communicate with our Data Protection Officer please email team@CoachablePros.com