



## Privacy Statement

This website and practice are committed to protecting your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

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### 1. Collection of Personal Information

Personal information is collected when you:

- Submit an enquiry through this website
- Book a consultation or coaching session
- Communicate via email or other electronic means

The information collected may include your name, contact details, and any information relevant to the provision of coaching services.

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### 2. Purpose of Processing

Your personal information is collected and processed solely for:

- Providing coaching services
- Communicating with you
- Managing appointments and administrative processes
- Complying with legal and regulatory obligations

Your information will not be used for unsolicited marketing and will not be shared with third parties without your consent, unless required by law.

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### 3. Storage and Security

Reasonable technical and organisational measures are implemented to safeguard personal information against loss, misuse, unauthorised access, disclosure, alteration, or destruction.

Personal information is retained only for as long as necessary to fulfil the purpose for which it was collected or as required by law.

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### 4. Cookies and Google Analytics

This website uses cookies and Google Analytics to improve user experience and monitor website performance.

Cookies are small text files stored on your device that assist with website functionality and usage analysis.

Google Analytics may collect information such as:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on the website
- General geographic location

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This data is used solely for website performance analysis and service improvement. It is not used to personally identify individual visitors.

Google Analytics may process data on servers located outside of South Africa. Where cross-border processing occurs, reasonable steps are taken to ensure appropriate data protection safeguards in accordance with POPIA.

Analytics cookies will only be activated once you provide active consent via the website's cookie banner.

You may withdraw or adjust your consent at any time through your browser settings or by accessing the website's cookie preferences.

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## 5. Your Rights

In terms of POPIA, you have the right to:

- Request access to your personal information
- Request correction or deletion of your information
- Object to the processing of your personal information
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Regulator of South Africa if you believe your information has been processed unlawfully

Requests may be submitted in writing to the Information Officer.

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## 6. Information Officer

Information Officer:  
LOUISE JOUBERT  
louise@louisejoubertcoaching.com

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