

COACHING WITH SHA PRIVACY POLICY

1. This Privacy Policy applies to the sites and platforms where it appears.

This Privacy Policy describes how Coaching with Sha As Known As Demystique Life Coaching Enterprise treats customer information on the websites and platforms where it is located (in this policy we call these “our Platforms”). By utilizing this Platform, you are expressing your consent to the way we gather, utilize, and reveal your information as outlined in this Privacy Policy.

Your entitlements regarding your information.

You possess several entitlements concerning your personal information:

- ✓ The entitlement to be informed about the utilization of your personal information (akin to this notification!)
- ✓ The entitlement to access the personal information that we possess about you
- ✓ The entitlement to request the rectification of any inaccurate personal information we possess about you (though most of this can likely be done through your Coaching with Sha account settings when you log into www.coachingwithsha.com)
- ✓ The entitlement to request the erasure of your data or the cessation and discontinuation of its processing or collection, under specific circumstances.
- ✓ The entitlement to cease receiving direct marketing communications, a task achievable through your Coaching with Sha account or direct email communication with us.

2. We collect personal information about you.

We collect your contact information. As an illustration, your contact details are acquired, including your name and postal address, when you sign up or establish an account on www.coachingwithsha.com. Additionally, we gather contact particulars like your phone number(s) and email address(es). In the event of registration, you will also be prompted to generate a password.

We gather information that you provide through online submissions. This encompasses details you share or make public during your interactions with us on social media platforms. Moreover, your email address or mailing address may be collected when you subscribe to any of our mailing lists.

We gather demographic information and information about your product preferences. This may include collecting your age, gender, and/or marital status.

We gather payment-related details. In the event of purchasing products through our Platform, we will collect the pertinent information required to complete your transaction, such as your debit or credit card number.

We acquire data regarding your device and location. This encompasses information about the browser type you utilize and the specific device you employ to reach our Platform. We might also examine the source from which you arrived at our site or the destination you head to upon departing from our platform.

3. We gather information from you in different ways.

We gather information directly from you. This applies to instances such as when you establish an account or make a product purchase through our Platform(s). We gather information when you engage with customer service or subscribe to our newsletter. Additionally, data is collected when you take part in surveys or engage in promotional activities.

We gather information in a passive manner. This involves the utilization of tracking mechanisms such as browser cookies and web beacons. These tools might be employed on our websites and within the emails we dispatch to you. We accumulate data about users' activities over a period when they engage with our Platforms. Additionally, third-party entities also employ these methods to collect information.

We get information about you from third parties. This encompasses social media platforms and acquaintances who utilize our "email a friend" function. Information about you might also be obtained from alternative sources.

4. We utilize information in accordance with the disclosures and descriptions provided here.

We employ your information to furnish you with products and services. This encompasses the dispatch of purchased products or the processing of returns. It also involves the delivery of newsletters that you have subscribed to.

Information is used to enhance our products and Platforms. Your information might be employed to refine our Platforms or products, with the possibility of personalizing your interaction with us. This process involves comprehending your preferences and interests. Moreover, your information is employed to fulfill your queries, including responding to customer inquiries.

We utilize your information to maintain communication regarding our association to each other. Correspondence about your account or our connection could occur. This encompasses electronic messages (such as emails or SMS) and calls about order status. Additionally, you might be contacted about this Policy.

We utilize your information for marketing purposes. We may supply you with details about fresh products, special offers, novel features, or updates. Furthermore, advertisements regarding products and offers could be presented. These advertisements might encompass third-party offers or products that we believe could be of interest to you.

Communications from us. You retain the option to decline receiving our marketing emails. To discontinue the receipt of our promotional emails, you can adhere to the guidelines provided in any promotional message received from us. Even if you choose to abstain from receiving marketing communications, we will continue to send you transactional messages in situations where you make a purchase via our Platform(s). These encompass responses to your queries via email or our Platform(s).

If you have granted us permission, we will forward marketing messages to you through email and SMS, with the intention of keeping you informed about our activities and facilitating your discovery of our products.

How to cease receiving marketing messages from www.coachingwithsha.com

You have the ability to discontinue the receipt of marketing messages from us at any point. Follow these steps: -

- Click on the 'unsubscribe' link in any email sent by us.
- Reach out to our Customer Service Team by sending an email to sharifahshaliza@coachingwithsha.com

Upon taking these actions, your profile will be updated to ensure that you no longer receive future marketing messages. Kindly be aware that it might take a few days for us to fully process your request and update all of our systems. Consequently, you might continue receiving messages from us during this processing period.

Terminating your subscription to our marketing messages will not impact the service or transactional communications you receive from www.coachingwithsha.com (such as order updates, etc.).

We utilize information as allowed by applicable laws or as we may inform you. Additionally, this practice adheres to Malaysia's Personal Data Protection Act 2010 (PDPA).

5. We disclose information to external parties.

We disclose information to our affiliated organizations and parent company including our affiliates and Demystique Life Coaching Enterprise connected to Coaching with Sha.

We might disclose information to external parties that render professional services on our behalf, such as marketing firms, advertising collaborators, and web hosting providers. Information is also shared with payment processors. Additionally, we share information with entities responsible for sending emails on our behalf, as well as those facilitating delivery of purchases from www.coachingwithsha.com, such as delivery firms, payment service providers, warehouses, and order packers.

We might offer aggregated and de-identified data and insights about our customers to third parties. Before doing so, we will ensure that this information cannot be linked back to you.

In the event of a sale or transfer of Coaching with Sha, we might include a customer list as part of the transaction to the new owner as part of that transaction to the new owner.

We will disclose information if it becomes necessary to comply with legal requirements or safeguard our interests. This encompasses scenarios like responding to court orders, subpoenas, government agency requests, or investigations into potential fraud.

Under no circumstances beyond those mentioned, will we sell any of your personal data to any third party. This includes sensitive details such as your name, address, email address, and financial/credit card information. Our primary objective is to establish and uphold your confidence, and we firmly believe that safeguarding your personal information is crucial to achieving that goal.

Cross-Border Data Transfer. If you are a Customer located outside Malaysia, please be aware that your personal information may be processed in Malaysia, where privacy laws may be different from the laws in your country. By submitting your personal information to us, you agree to the transfer, storage, and processing of your information in Malaysia, in accordance with the laws of Malaysia.

Cookies Management and Tracking.

By using our Platform, you agree to the storage and access of cookies on your device. Cookies are small text files placed on your device that collect information about your browsing behavior, preferences, and other data that assists us in providing a better user experience. These cookies may also be used for tracking and analytical purposes to understand site usage, as well as for targeted advertising. You have the option to disable cookies through your browser settings, but doing so may limit the functionality and features available on this Platform.

Our Do Not Track Policy. Some browsers have “do not track” features that allow you to tell a website not to track you. However, these features aren’t consistent across all browsers. Presently, we do not respond to such signals. Be aware that blocking cookies might lead to the impairment of certain features on our sites. Also, if you choose to block or reject cookies, not all the tracking mechanisms detailed here will come to a halt.

Mobile Device Tool Management. On your mobile devices, you have control over various tools. For instance, within your phone settings, you can deactivate Bluetooth, the GPS locator, or push notifications. It’s important to note that the options you select are specific to both your browser and device.

6. These sites are not intended for children.

Our Platforms are meant for adults. We do not knowingly collect personally identifiable data from children under 13. If you are a parent or legal guardian and think your child has given us information, you can write to us at the address listed at the end of this Policy.

7. We use standard security measures.

The Internet is not 100% secure. No method of transmission over the Internet, or method of electronic storage, is fully secure. We cannot promise that your use of our Platforms will be completely safe. We encourage you generally to use caution when using the Internet.

Website Account Creation and Security Responsibility. Our website allows you the option to establish an account. Upon doing so, you will be prompted to set up a username and password. It is your responsibility to uphold the confidentiality of your password, and any access to or usage of your account by a third party who has obtained your password, regardless of authorization, falls under your responsibility. If you suspect unauthorized access to your account, you can modify your password and the associated email address through our website. Any instances of unauthorized password or account use should be promptly reported to us. While we exert reasonable efforts to safeguard your personal information against unauthorized access, usage, or exposure, we cannot provide an absolute guarantee of the security of your personal information. In situations where legal obligations necessitate the notification of unauthorized access to your personal information, we may convey such information to you through electronic means, written communication, or by telephone, if allowed by applicable law.

8. Third-party links

We might provide links to external platforms or incorporate third-party tools within our platforms that are beyond our control. Clicking on a link to a third-party website will redirect you to a site that is not under our management. The privacy practices of these third parties are not our responsibility. This also pertains to third parties that may display advertisements or content on our site. We strongly recommend that you carefully review their privacy policies before engaging with such content.

9. Revisions to this Policy

Our privacy policy and practices may undergo modifications over time. In the event of substantial changes to our Policy, the version of the policy in effect at the time you provided personal information to us will typically apply to that information. In accordance with legal requirements, we will inform you of any significant alterations to our Policy. Additionally, an updated version of the policy will be posted on our Platforms. We encourage you to periodically review our Platforms for any updates. From time to time, we may change our privacy policy and practices over time.

10. Contact information

We greatly value feedback from our customers (especially if you have any concerns or you believe there are room of improvement so we could do better).

If you:

- Have any questions or feedback about this notice
- Would like us to stop using your information
- Want to exercise any of your rights as set out above or have a complaint, please don't hesitate to contact our Customer Care Team, who will be happy to answer any questions you may have.

You can contact our team by sending an e-mail over to sharifahshaliza@coachingwithsha.com or if you'd like to write us directly, you may do so at the address below:

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