

Nathan Muller Coaching Limited

Privacy Policy

Effective date of policy: 1 April 2025

Hi, here is the Privacy Policy of Nathan Muller Coaching Limited (called **we**, **us** or **our** below). This Privacy Policy tells you how we collect, use, share and protect your personal information (or personal data, as it is referred to under the General Data Protection Regulation (**GDPR**)). It applies to you (called **you** or **your** below) when you use our website or interact with us through our social media, provide information to us, or purchase our products or services. This means you agree to our use of your personal information and to receive communications from us as set out below.

We are committed to complying with the New Zealand Privacy Act 2020 and, for our customers and website users based in the European Union, the GDPR. As far as practicable, we will also ensure compliance with applicable data protection legislation of other countries or jurisdictions by keeping personal data up to date, securely storing and destroying personal data, collecting and retaining only necessary data, protecting data from unauthorised access and disclosure, and implementing appropriate technical measures for data protection.

What is personal information?

Personal information is information that can be used to identify a person. This may include your name, contact details, user name and password, IP address, credit or debit card details, customer survey feedback and details of products or services we provide you. If you are based in the EU, it also includes any other information we collect about you that is defined as personal data under the GDPR. We do not collect or process any personal information from you that is considered "Sensitive Personal Information" under the GDPR, including personal information relating to your sexual orientation, ethnic origin, health, religious beliefs or political opinions.

Your obligations when giving us personal information

Please only give us up to date and correct information. Please don't give us personal information about someone else unless they have consented to you sharing their personal information with us and have agreed to this Privacy Policy.

Where we collect your information from

Where possible we collect your personal information directly from you, such as when you set up an account, contact us via email, phone, our website or social media, post content or place an order for products or services.

Sometimes, we collect your personal information from:

- other sites (like social media),
- companies or people that work with us,
- publicly available information, or
- other people you have authorised us to collect it from.

We may also collect information while you use our website or service using technology like cookies, in accordance with the section below.

Cookies and other tracking technologies

We use cookies and similar tracking technologies to monitor your activity on our website and store certain information. Cookies are small data files placed on your device that enable us to enhance and personalise your online experience, understand website usage, and improve our services. The cookies we use may include: essential cookies necessary for the functioning of the website; performance cookies to monitor site usage; functional cookies that remember your preferences; and targeting or advertising cookies to deliver personalised content and advertisements. If you are based in the EU, in compliance with the GDPR, your consent to our use of cookies is obtained when you first visit our website via a consent banner.

You can manage your preferences at any time to withdraw your consent to our use of cookies by either accessing the cookie settings on our website or directly through your web browser. For more information on how to manage and delete cookies, visit <https://www.aboutcookies.org/> or www.allaboutcookies.org. Withdrawing your consent may impact your user experience and prevent you from using certain parts of our website. Essential cookies, necessary for the operation of the website, cannot be rejected as they are required for website security and accessibility.

Why we collect your information

We may collect your information for the following purposes:

- to deliver our products or services to you
- to communicate with you including responding to questions from you
- to improve your personal experience on our website
- to perform analytics and conduct research
- to get feedback to improve our products or services
- to collect any money you owe us
- to handle complaints and disputes
- to comply with our legal and contractual obligations or enforce our legal rights
- to promote our products or services to you and provide other information we think you may find interesting (including information promoting our business partners)
- to protect you from anyone else pretending to be you, or
- for any other purposes expressly authorised by you in writing.

Using your information

We will only use or process your personal information for the purposes we collected it and only where there is a lawful basis for such processing. If we don't need your personal information

anymore, we will stop using it and delete it from our systems securely. If you are based in the EU, we will also comply with the GDPR requirements regarding the retention and deletion of personal data.

Who we share your information with

We may share your personal information with others for the purposes specified above. This may include:

- any business that helps us or works with us to provide our products or services or operate our business (for example, distributors, suppliers, service providers, technology providers, cloud-providers, or professional advisors)
- any other person as required or authorised by law (including any legal obligations under the GDPR for our customers based in the EU)
- in connection with, or during negotiations of, any sale of our assets or all or a portion of our business, or
- anyone else, as explicitly authorised by you in writing.

Transfer of information to other countries

We might transfer to, and store your personal information in, countries outside the country you are in when you provide your information. These countries may not have the same data protection regulations as the one in which you originally provided the information.

Where your information is collected in New Zealand, we only disclose your information outside New Zealand where the person we disclose it to: (i) is doing business in New Zealand (and must comply with the Privacy Act 2020); (ii) will, we believe, adequately protect the information; (iii) must comply with similar privacy laws to the Privacy Act 2020; or (iv) where you have told us we can.

If you are based in the EU, under the GDPR, personal data may be transferred to a country outside the EU where the European Commission has decided that the country ensures an adequate level of data protection. In the absence of an adequacy decision, the GDPR allows for personal data transfers provided 'appropriate safeguards' are in place. The European Commission recognises New Zealand as a country that ensures an adequate level of data protection. Where we transfer personal data to countries not recognised by the European Commission as providing an adequate level of data protection, we will ensure that appropriate safeguards are in place in accordance with GDPR requirements.

How we keep your information safe and secure

We have put in place suitable physical, electronic, and managerial procedures to keep personal information safe and secure and protect it from misuse, interference, loss, or unauthorised access, modification, and disclosure. These security measures include encryption and data minimisation physical security. However, we cannot guarantee the security of any information that you transmit to us or receive from us.

How you can access and correct your information

You can ask us to show you what personal information we hold about you, and to correct any mistakes, by emailing support@nathanmullercoaching.com. If there is a legal reason we can't let you see the information, or if we don't agree with your correction, we will give you our reasons and note your requested correction to the information. If you are based in the EU, in accordance with the GDPR you also have the right to request erasure of your personal data, restrict its processing, or object to its processing, and the right to data portability.

Direct Marketing

Where permitted by law, and, if you are based in the EU, with your freely given, specific, informed and unambiguous consent, we may contact you by telephone, regular mail, or electronically (email, SMS or via other electronic means) with promotional material and offers of products or services from us, our related companies, as well as offers from our business partners that we consider may be relevant and of interest to you. You have the right to withdraw your consent at any time. You can unsubscribe from receiving these messages at any time by emailing us at support@nathanmullercoaching.com or using the opt-out function provided with the message.

How to make a privacy complaint

If you think we have not followed our privacy obligations, you can make a complaint by contacting us at support@nathanmullercoaching.com. You can also make a complaint to the New Zealand Privacy Commissioner by emailing enquiries@privacy.org.nz. If you are based in the EU and think that your personal data protection rights haven't been respected, you can also make a complaint to the Data Protection Authority of your country.

Changes to this Privacy Policy

We may change this Privacy Policy at any time. We will notify you of any significant changes by email and posting the new Privacy Policy on our website.

If you have any questions about this policy, please contact us at nathan@nathanmullerconsulting.com