

Duarte Coaching Privacy Policy

We are committed to maintaining the privacy of all individuals who use the "Site." We value your trust and understand that this requires that we be transparent and accountable about how we handle the information you choose to share with us. We do not trade, rent or sell the information of our Site users or of those who donate to Duarte Coaching Foundation.

Personal Information we collect and how we use it

No personal information (which means personally-identifiable information including, without limitation, name, street address, telephone number, screen name and email address) about you is collected from use of this Site unless specifically and clearly requested, and only when you provide it voluntarily. It is Duarte Coaching's policy that personal information of the users of our site is private and confidential. Any personal information you provide is stored in a secure location accessible only by designated staff.

DuarteCoaching.com provides you with the opportunity to receive communications from us in the form of newsletters or event information. You can sign up for a free email newsletter. You can unsubscribe from this newsletter at any time. Personal information that has been provided by users is only used for the express purpose for which it was collected unless the user specifically agrees to the use of the personal information for additional purposes. For example, if you choose to sign up for newsletters or an event, you are voluntarily providing us with personal information and will be agreeing to our use of that information for those purposes at the time of registering.

Email communications that you send to us via the email links on our Site may be shared with the appropriate Duarte Coaching staff to address your inquiry. We make every effort to respond in a timely fashion once communications are received. Once we have responded to your

communication, it is discarded or archived, depending on the nature of the inquiry. The email functionality on our site does not provide a completely secure and confidential means of communication. It is possible that your email communication may be accessed or viewed by another internet user while in transit to us. If you wish to keep your communication private, do not use the email function on the site.

Other than is set out in these Terms of Use (see event registration section below) personal information will not be shared with any third party unless permitted or required by law.

IP Addresses

The web servers we use automatically collect information including but not limited to the internet protocol (IP) address of the computers that access our site, browser type and the pages viewed on the Site. An IP address is a number that is assigned to your computer when you access the internet. It is not truly personally identifiable information because many different individuals can access the internet via the same computer. We use this information in aggregate form to understand how our site is used and how we can better serve visitors.

Cookies and Google Analytics

Similar to many websites, the Site uses digital cookies (small pieces of information that are stored on hard drives of your computer, which allow us to “remember” information about your preferences and allow you to move within areas of our site quickly and easily) to gather trend data concerning traffic on the Site for statistical analysis. We also anonymously capture information about how users interact with our site and what pages they visit. This information is used for auditing, tracking and targeted marketing purposes and to improve the Content of the Site. The data we collect is used both collectively and individually for website research to create a better experience for the users of this site. This information may be linked

to you or your internet provider address. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the Site.

This Site uses Google Analytics, a web analytics service provided by Google Inc. (“Google”). Google Analytics uses cookies to assist Duarte Coaching to analyze how visitors use the Site and to analyze the information generated by the cookies (which includes your IP address). This information is transmitted to and stored by Google. Google uses the information for the purposes of compiling reports on Site activity for Duarte Coaching, evaluating your use of the Site and providing other services to Duarte Coaching related to internet usage and website activity. By using this Site you agree to the use of Google Analytics. For more information on Google’s privacy policy, please visit their website: <http://www.google.com/analytics/learn/privacy.html>

Event Registration/Support Group

Our Site includes online forms that allow users to register for Duarte Coaching events/workshops/support groups. By voluntarily providing us with personal information in connection with your registration, use and disclosure of such information for processing your registration. You are also deemed to consent to being added to our contact database to receive news of our activities and to solicit further donations and participation in events. You are given an opportunity to request that we no longer send you information or further requests for donations. If you do not wish to receive any email communications from Duarte Coaching regarding our activities, you may unsubscribe at any point or contact Duarte Coaching directly. If you do not wish to receive any communications from Duarte Coaching regarding our activities you may let us know at 416.854.0711.

Protecting Your Information

All information provided to Duarte Coaching is integrated with IntakeQ. IntakeQ is HIPAA Compliant - Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). Duarte Coaching is also required to be PHIPA compliant. The purpose of PHIPA is to provide consistent and comprehensive rules governing the collection, use, retention, disclosure and disposal of personal health information in the custody and control of health information custodians. Duarte Coaching stores data, invoicing and intake information, pre-session updates, and session scheduling. IntakeQ’s privacy policies <https://intakeq.com/privacy> . Duarte Coaching is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Duarte Coaching may update the privacy provisions from time to time, but the most current version will always be posted to this Site as part of these Terms of Use. Your continued use of the Site following the posting of changes to these terms will mean you accept those changes.

Questions or concerns regarding the handling of personal information may be directed to our

Duarte Coaching
109-1262 Don Mills Road

Toronto, Ontario M3B 2W7

Phone: 416 854-0711

Email: bonnie@duartecoaching.com.

Agreement

By accepting these Terms of Use, You agree to assume liability for Your actions on the Website; You will indemnify Duarte Coaching, Duarte Coaching Foundation (and their officers, directors, employees, physicians, agents and all third parties mentioned on the Site) for any and all claims, demands or actions and losses or damages relating to and/or arising from the operation of the Site or your use of the Site.

You will abide by all policies for the Site, as well as all applicable laws (including provincial and federal laws of Canada); You will limit Duarte Coaching's liability by agreeing that Duarte Coaching will not be responsible for any specific level of service, but, rather will provide service on an "as is, where is" basis; and You acknowledge that Duarte Coaching may suspend provision of the Website without prior notice.

This is a Canadian website and its content is intended for Canadian residents only. The laws of the Province of Ontario shall govern this agreement and any dispute or claim based on your use of the Site or the Information and Content. You agree that any action or proceeding related to this agreement or your use of the Site shall only be brought by you in the courts of the Province of Ontario.

If you choose not to accept these Terms of Use, you may close this window now and leave the Duarte Coaching.com website.