

Privacy Policy

Last Updated: 27/01/2025

At Stoa Therapy, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our services, including our Real-Time Coaching Packages, visit our website (<https://www.stoatherapy.com>), or interact with us in any other way.

1. Information We Collect

We collect personal information that you voluntarily provide to us when you:

- Sign up for our services, including Real-Time Coaching Packages.
- Make a payment or engage in transactions through Stripe or other payment processors.
- Contact us via email, phone, or messaging platforms such as Signal.
- Interact with our website or social media channels.

The types of information we may collect include:

- **Personal Information:** Name, email address, phone number, and other identifying details.
- **Payment Information:** Billing address, payment method details (processed securely through third-party platforms like Stripe).
- **Service-Specific Information:** Details shared during coaching sessions (collected in compliance with applicable laws and confidentiality agreements).
- **Usage Data:** Information about your interaction with our website, such as IP address, browser type, and referring pages.

2. How We Use Your Information

We use the information collected to:

- Provide and manage our services, including Real-Time Coaching Packages.
- Process payments securely and communicate about transactions.
- Respond to inquiries and provide customer support.
- Improve our services, website functionality, and user experience.

- Comply with legal obligations and ensure the safety of our users and others.
 - Enhance the quality of our services using advanced tools, including artificial intelligence (AI), for tasks such as note-taking and creating customised plans.
-

3. Disclosure of Your Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** With trusted third-party providers (e.g., Stripe) to process payments or deliver services.
 - **Legal Obligations:** If required by law, court order, or governmental authority.
 - **Safety Concerns:** If we believe it is necessary to prevent harm, protect your safety, or address risks to others.
-

4. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no electronic transmission or storage method is completely secure, and we cannot guarantee absolute security.

5. Retention of Information

We retain your personal information only as long as necessary to fulfill the purposes outlined in this policy or as required by law. Coaching records are securely stored and handled in compliance with professional standards.

6. Your Rights

Depending on your location, you may have rights regarding your personal information, including:

- Accessing the information we hold about you.
- Correcting or updating inaccurate details.
- Requesting deletion of your information (subject to legal or professional requirements).

To exercise these rights, please contact us at calum@stoatherapy.com.

7. Third-Party Links

Our website may include links to third-party websites or services. We are not responsible for the privacy practices of these external sites. Please review their policies before sharing your information.

8. Use of Signal and Communication Platforms

If you engage with our Real-Time Coaching Packages via Signal or similar platforms, please be aware:

- These platforms may have their own privacy policies and terms.
 - We recommend reviewing Signal's privacy policy for information on data security.
 - While we take steps to protect your information, communication on external platforms is subject to their respective policies.
-

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated "Last Updated" date. We encourage you to review the policy periodically.

10. Contact Us

If you have questions or concerns about this Privacy Policy or how we handle your information, please contact us:

Email: calum@stoatherapy.com

Website: <https://www.stoatherapy.com>

Thank you for trusting Stoa Therapy with your personal information.