

NEFF

COACHING SERVICES LLC

Privacy Policy

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NEFF Coaching Services LLC, doing business publicly as NEFF Coaching Services and NCS ("NCS," "we," "us," or "our"), respects your privacy and is committed to handling personal information responsibly.

This Privacy Policy explains how we collect, use, disclose, retain, and protect information when you visit our website, submit a form, schedule a consultation, communicate with us, purchase a service, participate in a program, or otherwise interact with NCS online.

By using the website or submitting information through it, you acknowledge the practices described in this Privacy Policy.

1. Scope of This Policy

This Privacy Policy applies to:

- The NEFF Coaching Services website.
- Website contact and intake forms.
- Consultation and appointment scheduling.
- Online purchases and payment-related interactions.
- Email and text communications.
- Newsletter and marketing subscriptions.
- Virtual workshops and programs.
- Individual and organization-sponsored coaching inquiries.
- Other online services that link to this Privacy Policy.

This Privacy Policy does not replace any privacy, confidentiality, informed-consent, or information-sharing provisions contained in a signed coaching agreement, organizational services agreement, workshop agreement, or other written contract.

When a signed agreement provides additional protections or requirements, that agreement will also apply.

2. Information We Collect

The information we collect depends on how you interact with NCS.

A. Information You Provide Directly

We may collect information such as:

- First and last name.
- Email address.
- Telephone number.
- Mailing or billing address.
- City, state, and time zone.
- Preferred method of communication.
- Age or confirmation that you are at least 18 years old.
- Service or program of interest.
- General goals, challenges, or reasons for seeking coaching.
- Appointment preferences and availability.
- Accessibility or accommodation requests.
- Organization name, title, department, and work contact information.

- Information about an organization's population, program, workshop needs, budget, or proposed service dates.
- Communications you send to NCS.
- Survey responses and feedback.
- Testimonials or reviews you voluntarily provide.
- Information required to prepare an agreement, proposal, invoice, or service record.

Please provide only the information reasonably necessary for NCS to respond to your request.

B. Intake and Coaching-Related Information

When you inquire about or receive coaching services, you may voluntarily provide information about your goals, work history, education, personal development, relationships, family responsibilities, life transitions, employment circumstances, or other areas relevant to coaching.

The public website and introductory contact forms are not intended for the submission of:

- Medical records.
- Mental-health treatment records.
- Diagnoses or detailed clinical histories.
- Social Security numbers.
- Driver's license or government identification numbers.
- Financial account credentials.
- Credit or debit card security codes.
- Passwords.
- Detailed information about an immediate crisis.
- Other information that is not reasonably necessary for a coaching inquiry.

Do not use the website, contact forms, ordinary email, or social-media messages to transmit emergency communications or highly sensitive records.

C. Payment Information

Payments may be processed through a third-party payment processor.

NCS generally does not directly receive or store complete payment card numbers, security codes, or financial account credentials. We may receive limited transaction information, such as:

- Name of the purchaser.
- Billing contact information.
- Service purchased.
- Transaction date.
- Payment amount.
- Payment status.
- Partial payment-method details.
- Refund or dispute information.

Payment processors handle information according to their own terms and privacy policies.

D. Information Collected Automatically

When you visit the website, NCS and its approved service providers may automatically collect information such as:

- Internet Protocol address.

- Browser type.
- Device type.
- Operating system.
- General geographic area derived from an IP address.
- Referring website.
- Pages viewed.
- Links selected.
- Date and time of access.
- Time spent on pages.
- Website errors and performance information.
- Cookie identifiers and similar technical information.

This information may be used to operate, secure, evaluate, and improve the website.

E. Information Received From Third Parties

We may receive information from third-party platforms that you use to interact with NCS, including:

- Scheduling providers.
- Website form providers.
- Payment processors.
- Email-service providers.
- Virtual-meeting platforms.
- Customer relationship management systems.
- Social-media platforms.
- Referral partners.
- Colleges, agencies, employers, nonprofits, or other organizations sponsoring or referring participants.

The information received depends on your settings, the third party's practices, and the service being provided.

3. Organization-Sponsored and Referred Services

Some coaching, workshops, or programs may be requested, referred, funded, or sponsored by an employer, government agency, educational institution, nonprofit, workforce program, or other organization.

Before services begin, NCS will identify what information, if any, may be provided to the sponsoring or referring organization.

Depending on the program and written agreement, this information may include:

- Enrollment status.
- Attendance.
- Participation dates.
- Program completion.
- Scheduling or administrative information.
- Aggregate or de-identified program outcomes.
- Other information specifically authorized by the participant.

NCS will not represent that all individual coaching communications are automatically confidential from a sponsoring organization. The applicable consent form, participant notice, coaching agreement, or organizational contract will explain the information-sharing arrangement.

Personal coaching content will not ordinarily be shared with a sponsoring organization unless:

- The participant authorizes the disclosure.
- Disclosure is described in an applicable agreement or program notice.
- Disclosure is reasonably necessary for administration of the sponsored service.
- Disclosure is required by law, court order, or a valid legal process.
- Disclosure is reasonably necessary to address an immediate safety or security concern.

Participants should review the applicable program documents before sharing information they consider sensitive.

4. How We Use Information

NCS may use information to:

- Operate and maintain the website.
- Respond to questions and service inquiries.
- Determine whether a requested service appears to fall within the scope of NCS offerings.
- Direct visitors to an appropriate coaching, workshop, or organizational service.
- Schedule and manage consultations and appointments.
- Prepare coaching agreements, proposals, contracts, and program materials.
- Provide coaching, mentoring, workshops, educational resources, and organizational services.
- Process payments, refunds, and transaction records.
- Communicate about appointments, services, purchases, or programs.
- Provide administrative and customer support.
- Maintain business and accounting records.
- Personalize and improve website content.
- Evaluate website traffic and performance.
- Protect the website, NCS, clients, and visitors from fraud, misuse, security threats, or unlawful conduct.
- Comply with contracts, legal obligations, court orders, or lawful government requests.
- Establish, exercise, or defend legal claims.
- Send newsletters or marketing communications when permitted.
- Request feedback or a review without requiring a positive response.
- Carry out other purposes disclosed when information is collected.
- Carry out another purpose with your permission.

5. How We Disclose Information

NCS may disclose personal information to the following categories of recipients.

A. Service Providers

Information may be provided to approved businesses that assist with:

- Website hosting and maintenance.
- Secure forms.

- Appointment scheduling.
- Payment processing.
- Email delivery.
- Customer relationship management.
- Virtual meetings.
- Document preparation and electronic signatures.
- File storage and business technology.
- Website analytics.
- Accounting and bookkeeping.
- Legal, insurance, and professional services.
- Cybersecurity, fraud prevention, and technical support.

Service providers are permitted to receive only the information reasonably necessary to perform their assigned functions, subject to their agreements and applicable law.

B. Sponsoring or Referring Organizations

When a service is sponsored, purchased, administered, or referred by an organization, limited information may be disclosed as described in the applicable agreement, consent form, or program notice.

C. Legal and Safety Reasons

NCS may disclose information when reasonably believed necessary to:

- Comply with applicable law.
- Respond to a subpoena, court order, or lawful government request.
- Protect the rights, property, or safety of NCS or another person.
- Investigate suspected fraud, abuse, security incidents, or unlawful activity.
- Enforce an agreement or website policy.
- Address an immediate threat of serious harm.
- Obtain legal, insurance, or professional advice.

D. Business Changes

Information may be transferred as part of a merger, financing, acquisition, sale, restructuring, dissolution, or transfer of some or all of NCS's assets, subject to applicable law.

E. With Your Authorization

NCS may disclose information for another purpose when you direct or authorize us to do so.

6. Sale and Sharing of Personal Information

NCS does not sell personal information for money.

NCS does not knowingly share personal information for cross-context behavioral advertising.

NCS does not knowingly sell or share the personal information of individuals under 16 years of age.

If NCS's practices change, this Privacy Policy and any legally required privacy-choice methods will be updated before the new practice is implemented.

7. Cookies and Similar Technologies

The website and its service providers may use cookies, pixels, local storage, and similar technologies to:

- Keep the website functioning.
- Remember preferences.
- Maintain security.
- Understand website use.
- Identify technical problems.
- Measure website performance.
- Improve content and navigation.

Some cookies are necessary for website operation. Others may support analytics or optional features.

You may be able to manage cookies through your browser or a website cookie-preference tool. Blocking certain cookies may cause portions of the website to function incorrectly.

NCS should not activate targeted-advertising or retargeting technology without first updating this Privacy Policy and implementing any required notices and opt-out choices.

8. Do Not Track and Browser-Based Privacy Signals

Some browsers offer a “Do Not Track” setting. Because there is not one universally accepted standard for responding to all Do Not Track signals, the website may not respond to those signals in every situation.

To the extent required by applicable law, NCS will honor recognized browser-based opt-out preference signals, such as a valid Global Privacy Control signal.

Because NCS does not currently sell personal information or share it for cross-context behavioral advertising, such a signal may not change NCS’s current information practices.

9. Email and Text Communications

NCS may send administrative messages concerning:

- Inquiries.
- Appointments.
- Purchases.
- Agreements.
- Programs.
- Account or service changes.
- Safety or security matters.

If you subscribe to marketing emails, you may unsubscribe by using the link included in the message or by contacting NCS.

Unsubscribing from marketing messages will not prevent NCS from sending non-promotional communications reasonably necessary to provide a requested service, manage a transaction, or comply with a legal obligation.

NCS will not send recurring marketing text messages without any consent required by applicable law. Message and data rates may apply when text messaging is used.

10. Data Retention

NCS retains personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including to:

- Respond to inquiries.
- Provide services.
- Administer programs.
- Maintain appropriate business records.
- Satisfy accounting, tax, insurance, or contractual requirements.
- Resolve disputes.
- Protect legal rights.
- Meet legal obligations.

Retention periods may vary based on the type of information, the nature of the service, contractual requirements, and applicable law.

When information is no longer reasonably needed, NCS may delete, destroy, de-identify, or anonymize it.

11. Information Security

NCS uses reasonable administrative, technical, and physical measures intended to protect personal information from unauthorized access, loss, misuse, alteration, or disclosure.

However, no website, email system, internet transmission, electronic storage system, or security measure can be guaranteed to be completely secure.

You are responsible for using appropriate caution when sending information online and for protecting any account credentials or access links provided to you.

If you believe information submitted to NCS has been compromised, contact us promptly.

12. Your Choices and Requests

Depending on your relationship with NCS and applicable law, you may request that NCS:

- Confirm whether information about you is maintained.
- Provide access to certain personal information.
- Correct inaccurate information.
- Delete certain personal information.
- Restrict or object to certain uses.
- Stop sending marketing communications.
- Provide information about categories of collection and disclosure.
- Honor another privacy right available under applicable law.

Requests may be submitted to nbryant@neffcoachingservices.com.

NCS may need to verify your identity before completing a request. Verification information will be used only to process and document the request.

Certain information may be retained when reasonably necessary to complete a transaction, provide a requested service, maintain records, comply with law, protect legal rights, prevent fraud, or satisfy another permitted purpose.

NCS will not unlawfully discriminate against a person for exercising an applicable privacy right.

13. California Privacy Notice

California residents may have privacy rights under California law.

To the extent the California Consumer Privacy Act or another California privacy law applies to NCS, eligible California residents may have rights that include:

- The right to know about personal information collected, used, disclosed, sold, or shared.
- The right to access certain personal information.
- The right to request deletion.
- The right to request correction.
- The right to opt out of the sale or sharing of personal information.
- The right to limit certain uses of sensitive personal information.
- The right not to receive unlawful discriminatory treatment for exercising a privacy right.

NCS does not currently sell personal information or share it for cross-context behavioral advertising.

Even when a particular privacy statute does not legally require NCS to fulfill a request, NCS may voluntarily consider reasonable access, correction, and deletion requests when doing so is operationally practical and legally permitted.

14. Children's Privacy

The public NCS website and direct-to-consumer coaching services are intended for individuals who are at least 18 years old.

NCS does not knowingly collect personal information through the public website from children under 13.

Individuals under 18 should not submit an individual coaching request or purchase services without authorization from a parent or legal guardian and advance written approval from NCS.

If NCS later provides services to minors through a school, agency, organization, parent, or guardian, those services will be governed by separate enrollment, consent, privacy, and service documents.

A parent or guardian who believes a child has submitted personal information through the website should contact NCS so that the information can be reviewed and, when appropriate, deleted.

15. Third-Party Websites and Services

The website may contain links to third-party websites, scheduling platforms, payment processors, social-media platforms, virtual-meeting providers, or other services.

NCS does not control the privacy, security, availability, or content practices of independent third parties. Your use of a third-party service is governed by that third party's policies and terms.

Review those policies before providing personal information.

16. Changes to This Privacy Policy

NCS may update this Privacy Policy to reflect changes in services, technology, legal obligations, or information practices.

The updated policy will identify a new “Last Updated” date.

When a change materially affects how previously collected personal information is used or disclosed, NCS will provide additional notice when reasonably required, such as through the website, email, or another appropriate communication method.

17. Contact NCS

Questions, concerns, and privacy requests may be directed to:

NEFF Coaching Services LLC
1401 21st Street, Suite R
Sacramento, California 95811
Email: nbryant@neffcoachingservices.com

Please do not use a privacy request to send crisis communications, medical records, financial credentials, or other information that is not reasonably necessary to address the request.