

Privacy policy

Effective Date: 2/9/2025

This Privacy Policy describes how ColdCoach ("the App," "we," "us," or "our") collects, uses, and shares your information when you use our App.

We may collect the following types of information:

Personal Information:

email address, username, phone number, occupation, age, gender, source, source ID, name, location data, device identifiers.

Non-Personal Information:

app usage data, crash reports, device model, operating system.

Information Collected from Third Parties:

Usage Data: Information about how users interact with the platform, such as login frequency, feature usage, and session duration.

Performance Metrics: Data related to sales team performance, such as goals achieved, training progress, and skill development.

Behavioral Data: Tracking of user actions on the platform, including clicks, page views, and engagement with coaching modules.

Demographic Data: Basic information such as location, job role, or company size, which could be used for analytics and targeted recommendations.

Cookies and Tracking Technologies: ColdCoach might use cookies to track user preferences and improve the personalization of coaching sessions or content.

How We Use Your Information

We may use your information for the following purposes:

- To provide and improve the App, to personalize your experience, to analyze app usage, and to respond to your inquiries.

Sharing Your Information

We may share your information with:

- Service providers, business partners, legal authorities.
- Legal authorities: [If required by law.]

Your Choices

We understand that you have rights regarding your personal information. This section describes the choices available to you concerning your data.

1. Accessing Your Information:

You may have the right to access the personal information we hold about you. To request access, please contact us at contact@coldcoach.net. We will respond to your request within 72 hours. We may require you to verify your identity before granting access.

2. Deleting Your Information ("Right to be Forgotten"):

In certain circumstances, you may have the right to request that we delete your personal information. To request deletion, please contact us at contact@coldcoach.net. Please note that we may not be able to delete your information if we have a legal obligation to retain it (e.g., for tax purposes or to comply with a court order). We will inform you if this is the case. Also, deleting your information may result in the termination of your access to the App or certain features.

3. Opting Out of Marketing Communications:

If we send you marketing emails or other communications, you have the right to opt out at any time. You can do this by clicking the "unsubscribe" link in our emails or by contacting us directly at contact@coldcoach.net. Please note that even if you opt out of marketing communications, we may still send you transactional or service-related emails (e.g., emails about your account or changes to our Terms of Service).

4. Complaints:

If you have any concerns about how we process your personal information, you have the right to lodge a complaint with a supervisory authority in your jurisdiction.

Data Security

We take reasonable measures to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will post any changes on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us at: contact@coldcoach.net

ColdCoach Terms of Service

Effective Date: 2/9/2025

These Terms of Service ("Terms") govern your access to and use of ColdCoach ("the App," "we," "us," or "our").

Acceptance of Terms

By accessing or using the App, you agree to be bound by these Terms.

Use of the App

The use of ColdCoach is prohibited for illegal activities, spamming, or infringing on intellectual property rights. ColdCoach is only intended for the training of call center and sales personnel.

Intellectual Property

The App and its content are owned by ColdCoach Technologies LTD. and are protected by copyright and other intellectual property laws.

Disclaimer of Warranties

The App is provided "as is" without any warranties of any kind.

Governing Law

These Terms will be governed by and construed in accordance with the laws of British Columbia.

Changes to these Terms

We may update these Terms from time to time. We will post any changes on this page.

Contact Us

If you have any questions about these Terms, please contact us at:
contact@coldcoach.net