Achieve Coaching & Consulting LLC
Privacy Policy

Effective Date: October 2, 2026

Last Updated: October 2, 2026

Achieve Coaching & Consulting LLC ("AchieveCC," "we," "our," or "us") is committed to protecting the privacy and confidentiality of the individuals and organizations we serve. This Privacy Policy explains how we collect, use, protect, and share information when you visit our website, communicate with us, or participate in AchieveCC advisory, coaching, consulting, training, educational, or related services.

Additional privacy, confidentiality, recording, or technology terms may be included in an applicable client, participant, or organizational agreement.

1. Information We Collect

We may collect information that you provide directly to AchieveCC, including:

- Contact information such as your name, email address, telephone number, and mailing address;
- Professional, educational, employment, or business information relevant to our work together;
- Goals, interests, objectives, and information you voluntarily provide during an engagement or program;
- Responses to questionnaires, assessments, or other tools;
- Meeting notes, correspondence, documents, files, recordings, transcripts, summaries, and action items;
- Payment and billing information processed through third-party providers; and
- Website usage and technical information collected through cookies, analytics, or similar technologies.

We encourage clients and participants not to provide sensitive personal information that is unnecessary for the engagement or program.

2. How We Use Information

We use information to provide and administer our services and programs; understand client or participant needs; prepare for meetings; develop analyses, recommendations, summaries, action plans, and other work products; communicate and schedule appointments; process payments; maintain appropriate business and client records; improve our services and processes; and meet applicable legal, contractual, professional, or regulatory requirements.

AchieveCC does not sell or rent personal information.

3. Recording and Transcription

AchieveCC may record or transcribe sessions to support accurate notes, summaries, action items, and continuity between meetings. When recording or transcription is part of an engagement, the

applicable consent or authorization will be established through the client agreement or another appropriate mechanism.

Clients may opt out of recording or transcription at any time. Choosing not to be recorded or transcribed will not affect the services provided; AchieveCC may instead rely on manual notes.

Recordings and transcripts may be processed or stored using third-party technology providers and will be handled in accordance with this Privacy Policy and applicable requirements.

4. Use of Artificial Intelligence, Recording, and Technology

AchieveCC may use artificial intelligence (AI), transcription services, research tools, analytical tools, and other technology to support client services and business operations. These uses may include reviewing client-provided materials, preparing questionnaires and session materials, developing notes and summaries, conducting research and analysis, drafting documents, organizing information, and developing recommendations, action items, or other work products.

AchieveCC may record and/or transcribe client sessions to support notes, summaries, action items, and continuity, subject to client consent and applicable law. Where the service agreement includes consent to recording and transcription, the Client may decline either or both before the first session or opt out at any time by notifying AchieveCC, without affecting services.

Relevant client information, including session recordings or transcripts when authorized, may be processed or stored by third-party technology providers for these purposes. Client information remains subject to the confidentiality and third-party service provisions of this Privacy Policy. AchieveCC considers the sensitivity of information before using a tool and takes reasonable steps to limit the information submitted to what is relevant to the task, including removing identifying details where practical.

AchieveCC will not authorize the use of client information to train public or general-purpose AI models. AchieveCC selects services and uses available privacy and data controls consistent with this commitment. Third-party processing and retention are subject to the provider's applicable terms and service settings.

AI and other technology support, but do not replace, professional judgment. AI-generated or automated output is reviewed as appropriate for accuracy and suitability before it is relied upon in client work. Use of these tools does not represent specialized professional expertise beyond AchieveCC's actual qualifications and scope.

5. Confidentiality and Sharing of Information

AchieveCC treats client and participant information as confidential. Information may be shared outside AchieveCC when authorized by the client or other appropriate party; when appropriately disclosed and reasonably necessary to provide or support our services; when a service provider processes information on our behalf; when coordination with another professional or organization has been authorized; or when disclosure is required or permitted by law.

We seek to limit information shared outside AchieveCC to what is reasonably necessary for the intended purpose. A referral or introduction to another professional does not, by itself, authorize AchieveCC to share confidential client information.

6. Third-Party Services and Data Security

AchieveCC uses established third-party providers for services that may include scheduling, email, videoconferencing, customer relationship management, payment processing, document storage, electronic signatures, website analytics, recording, transcription, and AI-assisted tools.

We use reasonable administrative, technical, and organizational safeguards intended to protect personal and confidential information. No electronic system, Internet transmission, cloud service, or storage method can be guaranteed to be completely secure.

7. Data Retention

AchieveCC may retain client, participant, and business information for as long as reasonably necessary to provide services, maintain appropriate records, meet legal or contractual requirements, respond to questions concerning prior services, and protect legitimate business interests. Different types of information, including recordings and transcripts, may be retained for different periods. Information that is no longer reasonably required may be deleted, anonymized, or otherwise disposed of.

8. Your Choices and Requests

Subject to applicable requirements, you may contact AchieveCC to:

- Request access to or correction of personal information we maintain about you;
- Request deletion of certain information;
- Ask how your information is used or shared;
- Request that future sessions not be recorded or transcribed; or
- Raise a privacy or confidentiality concern.

Some information may need to be retained for legitimate contractual, professional, operational, or legal reasons.

9. Cookies and Website Technologies

Our website may use cookies, analytics tools, and similar technologies to operate the site, understand usage, and improve functionality. You may be able to limit or disable cookies through your browser settings.

10. Children's and Youth Privacy

AchieveCC may provide educational programs, training, workshops, career-development activities, STEM programming, or other services involving middle-school and high-school students.

When services involve minors, AchieveCC will collect and use information only as reasonably necessary for the applicable program or engagement and will follow applicable consent, authorization, and privacy requirements. Depending on the engagement, these requirements may involve a parent or legal guardian, school, sponsoring organization, or other authorized party.

Recording, transcription, photography, AI-assisted tools, or other technology involving minors will be handled in accordance with applicable requirements and the terms established for the particular program or engagement.

AchieveCC does not knowingly solicit personal information directly from children through its general website for purposes unrelated to an authorized program or service.

11. Changes to This Policy

AchieveCC may update this Privacy Policy as our services, technology, or practices change. The current version will be identified by its effective or last-updated date. Material changes affecting an existing engagement may also be communicated directly when appropriate.

12. Contact Us

Questions, requests, or concerns regarding this Privacy Policy may be directed to:

Achieve Coaching & Consulting LLC
Allentown, Pennsylvania
484-401-7779
info@achievecc.com