

How Your Sessions Stay Protected

A step-by-step guide to how CoachNova handles your coaching sessions, from recording to client delivery.

The four-step journey

Every session follows the same path. You decide what happens at each step.

1

You record the session

With your client's informed consent. You choose when to start, pause, and stop. When your client accepts the Terms of Access, they give consent via a tick box. For the first session, you can explain the recording process and ask for oral consent.

2

AI generates insights from the transcript

Your notetaker produces a transcript which is used to generate your AI assistance and fine-tune your digital twin. We work with transcripts only. No audio recordings are stored. Transcription happens on EU servers (Deepgram, Frankfurt).

3

You review everything before it goes anywhere

Every insight, nudge, and message lands in your dashboard first. You can edit, approve, or skip each one. Nothing reaches your client without your explicit action.

4

Your client receives what you have approved

Only the reflections and resources you have reviewed. Personalised to their coaching journey, carrying your coaching voice and approach.

Where your data lives

Session data (transcripts, insights, and notes) is stored on AWS servers in Frankfurt, Germany (eu-central-1).

Some processing involves partners outside the EU, including our AI model provider. Where data processing involves partners outside EU/EEA/UK, we use approved data transfer mechanisms under GDPR, such as Standard Contractual Clauses or EU-US Data Privacy Framework. Our full sub-processor list is published on our website.

What you own

- Transcripts, insights, notes, AI-generated content, outputs, and responses to coachee inputs. All yours.
- Export your data at any time from your dashboard
- If you terminate the subscription, your data stays available for 90 days for export, then is permanently deleted
- Your session content stays private to your practice
- We do not store audio recordings

What happens in case of a personal data breach

We monitor systems continuously for security threats. We will notify you without undue delay after becoming aware of a personal data breach and provide an incident report: what happened, what data was affected, and what we did to mitigate the effects.

Your setup checklist

Use this checklist when onboarding a new client with CoachNova.

- Ensure your client accepts the Terms of Access (includes consent tick box) before the first recorded session
- Explain that sessions will be transcribed and used to generate personalised reflections
- Confirm your client understands they can access, export, or delete their data at any time
- Let your client know that you review and approve everything before they receive it
- Mention that no audio is stored. Only transcripts are used
- Point your client to privacy@coachnova.ai for any data questions you cannot answer directly
- Review the first set of AI-generated insights before approving delivery
- Check your dashboard regularly to stay in control of what your clients receive

Please see CoachNova's Privacy Policy and Data Processing Agreement for details as to how we process your and your client's data.