

Talking about CoachNova with your client.

Consent and contracting were always part of coaching. These words make the conversation straightforward: three passages to use as they are or in your own voice, and a checklist so nothing is missed. **They match the wording on coachnova.ai/your-data exactly.**

HOW IT WORKS, FROM A PRIVACY PERSPECTIVE

I use CoachNova, an AI that works from my methodology to support my practice. Your session records are stored in Europe. The AI that drafts my notes and talks with you is provided by a named company outside the EU, under the transfer safeguards the EU requires, and it is never permitted to train on our sessions. We control what gets recorded, and I review what CoachNova produces before it reaches you, on session notes and messaging. You can ask me at any time to access, export or delete your data. No audio recordings are stored.

WHAT IT ADDS TO OUR COACHING RELATIONSHIP

CoachNova means our work does not stop when the session ends. You get me in three ways: our sessions, my messages in between, and a private AI that works from my coaching and is supervised by me, for reflection whenever you need it. You will also see the themes that come up across our engagement, so the reflection goes deeper than any single session. And in the room you get all of my attention, because the notes take care of themselves.

FOR A SPONSOR OR COMPLIANCE REVIEW

CoachNova stores session data in Frankfurt, Germany, with EU residency by default and no upgrade required. It is built to meet GDPR, meets SOC 2 Type II standards though it is not certified, and data is encrypted at rest and in transit. Some processing happens outside the EU, by named sub processors. Each is covered by Standard Contractual Clauses and, where applicable, the EU-US Data Privacy Framework, and none is permitted to train on session data. Every sub processor is listed with its legal entity, country, processing region and transfer mechanism. Any personal data breach is notified to the coach, as controller, without undue delay under the Data Processing Agreement. No audio is stored, and erasure is available under GDPR Article 17, requested through the coach. The Data Processing Agreement and sub processor list are at coachnova.ai/legal/dpa and coachnova.ai/legal/subprocessors.

The contracting checklist

- **Consent to record**, named out loud before the first recorded session, and revocable at any point.
- **What is captured**: transcripts, never audio. And what they receive: notes, commitments and messages that you approve first.
- **Their rights**: access, export and erasure at any time, requested through you. Chats with your AI form part of the coaching record, so you decide what is deleted, not the app.
- **Where it lives**: Frankfurt, Germany, sealed to your engagement and never pooled with another client's.
- **If you open your AI to them**: say what it is, that it works from your coaching, that **you read every conversation they have with it**, and that either of you can pause it.
- **Where to read more**: coachnova.ai/your-data, and the companion sheet written for them.

About this document. This is an explanatory summary, provided for information only. It describes how CoachNova worked at the date shown above and may change as the product does. It is not legal advice, it does not form part of any agreement, and no rights may be derived from it. The binding terms are the data processing agreement and the terms of service at coachnova.ai. Questions about these terms: legal@coachnova.ai