

How your sessions are protected.

Your coach uses CoachNova, an AI that **works from their own methodology** to support their practice. It drafts their notes, carries the work between your sessions, and, if your coach chooses to open it to you, gives you somewhere to think between one session and the next. This page explains what happens to what you share, in plain language.

WHERE IT LIVES

In Europe

Your session records are stored in the European Union, in Frankfurt, Germany. Some processing happens outside the EU, including the AI that drafts your coach's notes. Every transfer is covered by Standard Contractual Clauses and, where it applies, the EU-US Data Privacy Framework.

WHAT IS STORED

Transcripts, never audio

The session is transcribed and the recording is discarded. There is no library of you speaking. Notes, themes and messages are built from the transcript of the work you and your coach do together.

WHO CAN SEE IT

You and your coach

Your work sits in a space sealed to your engagement, encrypted in storage and in transit. It is not pooled with any other client's, and nobody at CoachNova opens it to look around.

WHAT IT IS NOT USED FOR

Never training data

What you say is used to work with you, and never to build or train an AI model. The AI provider is contractually barred from training on it. Your coach's AI holds their style and their methods, not anything you have said.

Your rights, at any time

- **See it and take it.** Ask your coach, and you can access and export everything of yours, whenever you want it. Your coach holds the coaching record, so requests go to them, not to CoachNova.
- **Have it erased.** Ask your coach, and it goes: out of the live system straight away, and out of backups within 30 days. That is your right under GDPR Article 17. Your coach decides what is erased, because the record of your work together is theirs to hold.
- **Decide what is recorded.** Recording happens with your agreement, given before the first recorded session. You can withdraw it at any time, or ask for a single session to stay off the record.
- **Be told if something goes wrong.** In the unlikely event of a breach, CoachNova notifies your coach without undue delay, under the data processing agreement they hold with us. Your coach is responsible for your data and informs you where the law requires it.
- **Leave with your record.** If the coaching ends, what is yours can leave with you.

Anything your coach cannot answer, ask us. Everything here, plus the data processing agreement and the full list of every company that processes any of this, is at coachnova.ai/your-data

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