

PRIVACY POLICY

At Real Coaching International LLC we are committed to ensuring that your personal information is protected and never misused.

Our privacy policy explains what personal information we collect, why we collect it, how we use it, the controls you have over your personal information and the procedures that we have in place to protect your privacy. It applies to personal information we collect through this website. By sharing your personal information with us, and by continuing to use this website, you confirm that you have read and understood the terms of this privacy policy and the Terms and Conditions. We take responsibility for the personal information we collect about you, and we aim to be transparent about how we handle it, and give you control over it.

In this privacy policy, when we refer to "Real Coaching International LLC", "us", "we" or "our", we mean Real Coaching International LLC with FEIN 86-1563319. If you have any questions, comments or concerns about any aspect of this policy or how Real Coaching International LLC handles your information in relation to this website, please email us at info@leahsefor.com so we may route your inquiry to the relevant team member.

1. Definition of personal information

1.1. According to the Protection of Personal Information Act ("POPI") "personal information" means information relating to an identifiable, living, natural person and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, COR concepts also include the following items as personal information:

- 1.1.1. All addresses including residential, postal and email address; and
- 1.1.2. Change of name – for which we require copies of the marriage certificate or official change of name document issued by the relevant department.

2. What personal information do we collect?

2.1. Our main reasons for collecting your personal information are to provide you with information or services that you have requested including supporting your applications to Real Coaching International LLC and to provide and

improve the service, products and experiences that you and the users of the website, applicants and employees expect from us.

2.2. We collect personal information from you in several different ways; you may share that information with us, or we may collect it using other means. In this section, we explain the different ways we collect personal information from you and some ways in which that information will be used.

2.3. Where possible, we will inform you which information is mandatory to be provided to us and which information is optional.

3. How do we use your personal information?

3.1. We will use your information only for purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

3.2. Examples of reasons we may retain your information include, but are not limited:

3.2.1. To gather contact information;

3.2.2. To confirm and verify your identity or to verify that you are an authorised user for security purposes;

3.2.3. For the detection and prevention of fraud, crime, money laundering or other malpractice;

3.2.4. To conduct market or customer satisfaction research or for statistical analysis;

3.2.5. For audit and record keeping purposes; and

3.2.6. In connection with legal proceedings.

3.3. By submitting your personal information to us, you agree to us transferring, storing and handling your personal information in this way. We share your personal information with certain third parties who provide services on our behalf. They only have access to the personal information they need to perform those services. They are required to keep your personal information confidential and may not use it other than as we ask them to and always in accordance with this privacy policy.

4. Disclosure of Information

4.1. We may disclose your personal information to our service providers who are involved in the delivery of services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by POPI.

4.2. We may also disclose information:

4.2.1. Where we have a duty or a right to disclose in terms of law or industry codes; and

4.2.2. Where we believe it is necessary to protect our rights.

5. Cookies

5.1. We may use cookies and similar technologies to collect non-personally identifiable information from you and to customize your use of the website. A cookie is a small data file that certain websites write to your hard drive when you visit them. We may also use web bugs, clear gifs and similar technologies that collect data similar to that collected by a cookie. A cookie file can contain various types of information, including a user ID that the site uses to track the pages you have visited.

5.2. Most browsers are initially set up to accept cookies; however, you can reset your browser to refuse all cookies or indicate when a cookie is being sent or you can flush your browser of cookies from time to time. (Note: you may need to consult the help area of your browser application for instructions.) If you choose to disable cookies or refuse to accept a cookie, you may not be able to utilize all features of the website or the App.

6. Information you share with us

6.1. We use the personal information you share with us in the following ways:

6.1.1. To respond to your queries and requests;

6.1.2. To communicate with you;

6.1.3. To provide you with updates about your application;

6.1.4. To provide services and support for any application you make;

6.1.5. To facilitate any application you make to Real Coaching International LLC;

6.1.6. To provide updates to you about any changes to Real Coaching International LLC's policies, terms and conditions and any other matters which we may need to tell you; and

6.1.7. If you have asked us to keep you informed of other opportunities at Real Coaching International LLC, we may periodically contact you to tell you about these for up to 36 months.

7. Contacting You in the Future

7.1. If we provide the option and you have asked us to, we will keep you informed of other opportunities at Real Coaching International LLC for up to 36 months. We do this in various ways, including e-mail, post, SMS, via social media platforms and by phone, but only if you are happy for us to do so. If you would like more information on how we share your personal information, please email us at info@leahsefor.com so we may route your inquiry to our relevant team member.

8. Links to third party websites

8.1. We may provide links to other websites which are not operated and controlled by Real Coaching International LLC. We have no control over and are not responsible for the content of those sites or how the third parties responsible for them collect and use your personal information. We do not endorse or make any representations about third party websites.

8.2. Third party websites may have their own privacy policies explaining how they use and share your personal information. You should carefully review those privacy policies before you use these websites to make sure that you are happy with how your personal information is being collected and shared.

9. How long do we keep your personal information?

9.1. We only keep your personal information for as long as we need to, to be able to use it for the reasons given in this privacy policy, and for as long as we are required to keep it by law. Following an application, we keep your information should any other opportunities become available; however we will only keep your information for a limited period and your details will be purged after 36 months.

10. Informing us of Changes

10.1. If any of the information that you have provided to Real Coaching International LLC changes, for example if you change your e-mail address, name or postal address, you can update, amend or remove information by logging into your account, or ask us by submitting a request to info@leahsefor.com.

10.2. Based on applicable local laws in your jurisdiction, you may have the right to request access to, update and amend personal information that we hold about you. You may also have the right under those applicable local

laws in your jurisdiction to request removal of personal information about you or limit use of said personal information.

10.3. If the law in your country allows us to impose a fee for giving you access, we will communicate this to you in response to your request.

10.4. If you would like to request access to, update or amend your personal information or, if you would like to request removal of the personal information that we hold about you, or limit its use, please submit a request by sending an email to info@leahsefor.com. We will respond to your request in accordance with applicable local laws in your jurisdiction.

11. How do we protect your personal information?

11.1. We use appropriate technical and organisational measures, including encryption, to protect your personal information and privacy, and review those regularly. We protect your personal information using a combination of physical and IT security controls, including access controls that restrict and manage the way in which your personal information and data is processed, managed and handled. Whilst we cannot guarantee the security of your personal information, we commit to taking all reasonable steps to do so.

11.2. Our security policies and procedures cover:

- 11.2.1. Physical security;
- 11.2.2. Computer and network security;
- 11.2.3. Access to personal information;
- 11.2.4. Secure communications;
- 11.2.5. Retention and disposal of information;
- 11.2.6. Acceptable usage of personal information;
- 11.2.7. Governance and regulatory issues;
- 11.2.8. Monitoring access and usage of privacy information; and
- 11.2.9. Investigating and reacting to security incidents.

12. Changes to this privacy policy

12.1. We will review and update this privacy policy from time to time. We therefore ask you to check it occasionally to ensure that you are aware of the most recent version that will apply each time you access this website.

13. Contact us

13.1. If you have any questions, comments or concerns, or would like to make a complaint about how we use the personal information we hold about

you, please email us at info@leahsefor.com. We will get back to you as soon as possible.