

## **Privacy Policy**

At Shape Shift, your privacy and personal information are important to us. This Privacy Policy explains how we collect, use, and protect your information when using our coaching services, website, and programs.



### **Information We Collect**

We may collect personal information including:

- \* Name
- \* Email address
- \* Phone number
- \* Health and fitness information relevant to coaching
- \* Payment and billing details
- \* Progress photos, measurements, and fitness goals
- \* Communication through email, forms, or social media

### **How Your Information Is Used**

Your information is used to:

- \* Deliver personalised coaching and fitness support
- \* Create tailored nutrition and training plans
- \* Improve your experience and results
- \* Respond to enquiries and customer support requests
- \* Process payments securely
- \* Send updates, coaching information, or important service announcements

### **Health Disclaimer**

All coaching, fitness, and nutrition guidance provided by Shape Shift is intended for educational and informational purposes only and does not replace medical advice from a qualified healthcare professional. Clients should consult a doctor before starting any training or nutrition program.

### **Data Protection**

We take reasonable steps to protect your personal information and keep it secure. Your information will never be sold to third parties.

### **Progress Photos & Testimonials**

Any client transformations, testimonials, or progress photos will only be shared publicly with your permission.

### Cookies & Website Analytics

Our website may use cookies and analytics tools to improve website performance and user experience.

### Your Rights

You may request access, correction, or deletion of your personal data at any time by contacting us directly.

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### Terms & Conditions

By using Shape Shift services, programs, or website, you agree to the following terms and conditions.

### Coaching Services

Shape Shift provides fitness, mindset, lifestyle, and nutrition coaching designed to support women in achieving their personal goals. Results will vary based on consistency, effort, lifestyle, and individual circumstances.

### Client Responsibility

Clients are responsible for:

- \* Following guidance safely and responsibly
- \* Informing us of any injuries, medical conditions, or limitations
- \* Consulting a healthcare professional where necessary
- \* Taking full responsibility for their own health and wellbeing

### Payments

All payments for coaching services, memberships, or programs must be completed as agreed before services begin unless otherwise stated.

### Refund Policy

Refunds may not be available once programs or coaching have started.

### Cancellation Policy

Shape Shift reserves the right to cancel or refuse services where necessary. Clients may cancel coaching services according to the agreed notice period.

### Intellectual Property

All training plans, nutrition guides, branding, website content, and materials provided by Shape Shift remain the intellectual property of Shape Shift and may not be copied, distributed, or resold without permission.

### Liability Disclaimer

Shape Shift is not liable for injuries, health complications, damages, or losses resulting from participation in fitness programs, workouts, nutritional guidance, or advice provided through coaching services.

### Changes To Terms

We reserve the right to update or modify these Terms & Conditions at any time without prior notice.

### Contact

For any questions regarding these Terms or Privacy Policy, please contact Shape Shift directly through the website or official business email.