



Privacy Policy

How CoachNest Collects, Uses, and Protects Your Personal Information

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1. Introduction

CoachNest (Pty) Ltd, registration number 2026/514340/07 ("CoachNest", "we", "us", "our") operates an online marketplace connecting coaches and clients (the "Platform"). This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and the rights you have in relation to it.

This Policy is issued in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA"). By using the Platform, you acknowledge that your personal information will be processed as described in this Policy.

2. Information Officer

Any information or requests relating to this Policy, including matters that would ordinarily be directed to CoachNest's Information Officer, can be sent to coachnestt@gmail.com, where they will be handled by the CoachNest team. Complaints regarding the handling of your personal information may also be directed to the Information Regulator of South Africa (see clause 10 below).

3. Information We Collect

Depending on how you use the Platform, we may collect the following categories of personal information:

- Name, email address, and mobile number
- Date of birth
- Profile photographs
- Coaching qualifications and certifications (for Coaches)
- Booking history and session details
- Payment information (processed via our third-party payment provider)
- Device and usage data, including IP address and browser type
- Communications sent through the Platform

We collect only the information reasonably necessary to operate the Platform, facilitate bookings, and comply with our legal obligations.

4. How We Use Your Information

We may use your personal information to:

- Create and manage your account
- Process bookings and facilitate payments between Clients and Coaches
- Verify identity and coaching credentials
- Provide customer support and resolve disputes
- Detect and prevent fraud
- Improve and develop the Platform
- Comply with legal and regulatory obligations
- Send booking-related and, where you have consented, marketing communications

We process personal information on one or more of the following lawful bases under POPIA: performance of the agreement between you and CoachNest (or between you and another User, which we facilitate); your consent; compliance with a legal obligation; and CoachNest's legitimate interests in operating and securing the Platform, provided this does not override your rights.

5. Sharing of Information

We share personal information with:

- Coaches and Clients, to the extent necessary to complete a booking (e.g., contact details are released once payment is confirmed)
- Our payment processor, Paystack, to facilitate secure payment and payout
- Service providers who support our operations (e.g., hosting, analytics, customer support tooling), under contractual confidentiality obligations
- Regulators or law enforcement, where required by law
- A successor entity, in the event of a merger, acquisition, or sale of business assets

We do not sell personal information to third parties for their own marketing purposes.

6. Cross-Border Transfers

Where personal information is transferred to or processed by service providers located outside South Africa (for example, cloud hosting or payment infrastructure), we take reasonable steps to ensure the recipient is subject to a law, binding corporate rules, or agreement that provides an adequate level of protection substantially similar to POPIA, in accordance with section 72 of POPIA.

7. Data Security

We implement reasonable technical and organisational measures designed to protect personal information against loss, unauthorised access, disclosure, alteration, or destruction. Access to personal information is restricted to personnel who require it to perform their duties. No system is

completely secure, and we cannot guarantee absolute security of information transmitted to or stored on the Platform.

8. Data Retention

We retain personal information only for as long as necessary to operate the Platform, meet legal and regulatory obligations, resolve disputes, and maintain financial records. Where information is no longer required for these purposes, it is securely deleted or anonymised.

9. Your Rights

Subject to applicable law, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information or account, subject to our legal and record-keeping obligations
- Withdraw consent where processing is based on consent, without affecting the lawfulness of processing before withdrawal
- Object to processing carried out on the basis of legitimate interest
- Lodge a complaint with the Information Regulator

To exercise any of these rights, contact us using the details in clause 11 below. We may need to verify your identity before actioning a request.

10. Complaints to the Information Regulator

If you believe your personal information has been processed unlawfully, please contact the CoachNest team first at coachnestt@gmail.com so that we can attempt to resolve the matter directly. You may also lodge a complaint with the Information Regulator of South Africa.

11. Cookies and Similar Technologies

The Platform uses cookies and similar technologies to keep you logged in, remember your preferences, and understand how the Platform is used. You can control cookies through your browser settings; disabling cookies may affect the functionality of the Platform.

12. Children's Information

The Platform is not directed at children under 18 acting independently. Where a booking involves a minor (for example, a parent booking coaching sessions for a child), the parent or legal guardian is responsible for the accuracy of any information submitted on the minor's behalf and for consenting to the processing of that information, in accordance with POPIA's requirements for the processing of children's personal information.

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Material changes will be notified through the Platform or by email, and the “Effective date” at the top of this Policy will be updated accordingly.

14. Contact Us

For any questions about this Privacy Policy or to exercise your rights, contact CoachNest at coachnestt@gmail.com.