

Privacy Policy

Last updated: April 30, 2026 | Effective date: April 30, 2026

This Privacy Policy explains how **Juulia Lindeman**, an independent sole proprietor based in Switzerland (“we,” “us,” or “our”), operating the website <https://juulialindeman.com> (the “Site”), collects, uses, discloses, transfers, stores, and protects your personal information when you visit the Site, book or attend a session, enroll in a training program, or otherwise interact with us. By using the Site or our services, you acknowledge that you have read this Policy.

We process personal data in accordance with the Swiss Federal Act on Data Protection (FADP, revised version in force since 1 September 2023) and, where applicable, the EU General Data Protection Regulation (GDPR) and the United Kingdom GDPR.

The Site is hosted on the Wix.com platform. Wix provides the infrastructure that enables us to deliver our services to you, and processes certain data on our behalf as described in Section 6.

1. Who we are (Data Controller)

The data controller responsible for your personal data is:

- **Name:** Juulia Lindeman
- **Legal form:** Independent sole proprietor (Switzerland)
- **Postal address:** Rue du Furcil 36, 2103 Noiraigue, Switzerland
- **Email:** contact@juulialindeman.com
- **Website:** <https://juulialindeman.com>

Preferred contact channel. For the fastest reply, please contact us by email at contact@juulialindeman.com. Postal mail is accepted but processed less frequently.

We have not appointed a Data Protection Officer (DPO), as the scale and nature of our processing do not meet the mandatory thresholds set out in Article 37 GDPR or in the Swiss FADP. You may contact us at the email above for any privacy-related question.

2. Information we collect

2.1 Information you provide directly

- **Identity and contact data:** first and last name, email address, and any other information you choose to provide via contact forms.
- **Booking data:** session date and time, time zone, the topic or context you share when scheduling, and any notes you add to the booking.
- **Course enrollment data:** account email and information you submit on Podia when registering for or participating in our online training programs.
- **Payment data:** billing details processed by Stripe. We never see or store your full card number or CVV (see Section 7).
- **Communications:** the content of emails and messages you send us.

2.2 Information collected automatically

- **Technical data:** IP address, approximate location derived from IP, browser type and version, operating system, device type, screen resolution, language, referrer URL, and the pages and elements you interact with on the Site.

- **Usage data:** session duration, page response times, click events, form submissions, and similar interaction data collected by Wix and any analytics tools we enable.
- **Cookies and similar technologies:** see Section 4.

2.3 Sensitive data

We do not intentionally collect special categories of personal data (such as health, religious beliefs, or political opinions) within the meaning of Article 9 GDPR or Article 5(c) of the Swiss FADP. Please do not share such information through the Site or in session notes. If you choose to share sensitive information with us during a session, you give us your explicit consent to process it solely for the purpose of delivering that session.

3. How we use your information and our legal bases

Under the GDPR and the UK GDPR, we must rely on a lawful basis for each processing activity. The Swiss FADP requires processing to be lawful, proportionate, and carried out in good faith. The summary below applies in both regimes.

- **Operating the Site and delivering our services** (display content, host bookings, give access to courses) — performance of a contract (Art. 6(1)(b) GDPR).
- **Scheduling and conducting sessions via Calendly and Zoom** — performance of a contract (Art. 6(1)(b) GDPR).
- **Processing payments via Stripe** — performance of a contract (Art. 6(1)(b) GDPR) and compliance with our legal accounting obligations (Art. 6(1)(c) GDPR).
- **Customer support and replying to your messages** — performance of a contract or our legitimate interest in answering you (Art. 6(1)(b) or (f) GDPR).
- **Sending service-related notices** (booking confirmations, reschedules, security or policy updates) — performance of a contract (Art. 6(1)(b) GDPR).
- **Sending marketing emails or newsletters** — only with your prior, explicit consent (Art. 6(1)(a) GDPR), which you can withdraw at any time.
- **Analytics and Site improvement** — your consent for non-essential cookies (Art. 6(1)(a) GDPR + Art. 5(3) ePrivacy).
- **Security, fraud prevention, and protection of our rights** — our legitimate interest (Art. 6(1)(f) GDPR).
- **Compliance with legal obligations** (tax, accounting, response to lawful requests) — Art. 6(1)(c) GDPR.

We do **not** use your personal data for automated decision-making or profiling that produces legal or similarly significant effects on you.

4. Cookies and similar technologies

A cookie is a small file stored on your device when you visit a website. We use cookies and similar technologies (pixels, local storage) for the following purposes:

- **Strictly necessary cookies** — required for the Site to function (security, load balancing, session continuity). These do not require your consent.
- **Functional cookies** — remember your preferences (language, region, time zone).
- **Analytics cookies** — help us understand how visitors use the Site so we can improve it (e.g., Wix Analytics, and Google Analytics if enabled).

- **Marketing cookies** — only set if and when we run an advertising campaign and only after you have given consent.

When required by law (notably in the EU, UK, and Switzerland), our cookie banner asks for your consent before any non-essential cookie is set. You can change your choices at any time through the “Cookie settings” link in the Site footer or through your browser settings. Disabling certain cookies may affect Site functionality. For a complete and up-to-date list of cookies set on the Site, see our Cookie Notice (linked from the Site footer).

5. Online training programs (Podia)

Our paid courses and online training programs are hosted on the Podia platform (podia.com). When you create a Podia account, register for a course, or interact with course content, your personal data is collected and processed by Podia as a separate controller under its own privacy policy. We receive enrollment confirmations and limited administrative data necessary to grant you access. Please review the Podia Privacy Policy before enrolling.

6. Sharing your information and sub-processors

We do not sell your personal data. We share it only with the following categories of recipients, and only to the extent strictly necessary:

- **Wix (Wix.com Ltd, Israel / United States)** — website hosting, forms, basic analytics. Acts as our processor. Wix Privacy Policy: <https://www.wix.com/about/privacy>
- **Calendly (Calendly LLC, United States)** — scheduling. Acts as our processor for the booking workflow. Calendly Privacy Notice: <https://calendly.com/privacy>
- **Zoom (Zoom Video Communications, Inc., United States)** — video sessions. Your name and email are processed by Zoom to host the call. Zoom Privacy Statement: <https://zoom.us/privacy>
- **Podia (Podia Labs, Inc., United States)** — course hosting and learner accounts. Acts as a separate controller for course interactions. Podia Privacy Policy: <https://www.podia.com/privacy>
- **Stripe (Stripe, Inc., United States; Stripe Payments Europe, Ltd., Ireland)** — payment processing. Acts as a separate controller for payment data. Stripe Privacy Policy: <https://stripe.com/privacy>
- **Email and productivity tools** (e.g., Gmail / Google Workspace) — to communicate with you.
- **Authorities, courts, professional advisers** — when required by law, to defend our legal rights, or in connection with a sale or restructuring of our business.

7. Payments (Stripe)

All payments on the Site are processed by Stripe. Your card details are entered directly on Stripe-controlled fields and are never accessible to us; we receive only a confirmation and limited transaction metadata (e.g., last four digits of the card, country of issuance). Stripe is PCI-DSS Level 1 certified. Your payment data is governed by the Stripe Privacy Policy.

8. International data transfers

We are based in Switzerland. Switzerland is recognised by the European Commission as providing an adequate level of data protection, so transfers from the EU/EEA to Switzerland do not require additional safeguards. The reverse transfer from Switzerland to the EU/EEA is also permitted under Swiss law.

Several of our service providers (Wix, Calendly, Zoom, Podia, Stripe, Google) are based in the United States or otherwise transfer data outside the European Economic Area, the United Kingdom, and Switzerland. When personal data is transferred outside these regions, we ensure an adequate level of

protection by relying on at least one of the following:

- the **EU-U.S. Data Privacy Framework** (and its Swiss and UK extensions), where the recipient is certified;
- the European Commission's **Standard Contractual Clauses (2021/914)** together with supplementary measures where appropriate;
- the **UK International Data Transfer Agreement** or UK Addendum to the SCCs for transfers from the United Kingdom.

You may request a copy of the relevant safeguard by contacting us at contact@juulialindeman.com.

9. How long we keep your data

We retain personal data only for as long as necessary for the purposes set out in this Policy, unless a longer retention is required by law:

- **Contact form messages** — up to 3 years from the last contact.
- **Booking and session data** — up to 3 years after your last session.
- **Course enrollment data** — for as long as you maintain an active learner account on Podia, plus 3 years after your last activity.
- **Invoices and accounting records** — 10 years (Swiss Code of Obligations art. 958f).
- **Marketing consent records and newsletter subscribers** — until you withdraw consent or unsubscribe, plus a short technical retention to honour your opt-out.
- **Server and security logs** — typically 12 months, depending on the provider.

After these periods, your data is deleted or irreversibly anonymised.

10. Data security

We implement appropriate technical and organizational measures designed to protect your personal data against unauthorized access, loss, alteration, or disclosure. These measures include encryption in transit (HTTPS/TLS), access controls, strong-password and multi-factor authentication policies on our key accounts, and the use of reputable processors. Despite our efforts, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

Data breach notification. In the event of a personal data breach likely to result in a high risk to your rights and freedoms, we will notify the competent supervisory authority (in Switzerland, the FDPIC under Art. 24 FADP; in the EU, the relevant supervisory authority within 72 hours under Art. 33 GDPR) and inform you without undue delay where required.

11. Your rights under the Swiss FADP, GDPR and UK GDPR

If you are located in Switzerland, the European Economic Area, or the United Kingdom, you have the following rights regarding your personal data. The Swiss FADP grants substantially equivalent rights to those in the GDPR (access, rectification, erasure, objection, data portability, and the right to obtain information about automated individual decisions).

- **Right of access** — obtain confirmation of whether we process your data and a copy of it.
- **Right to rectification** — have inaccurate or incomplete data corrected.
- **Right to erasure** (“right to be forgotten”) — request deletion of your data, subject to legal exceptions.
- **Right to restriction** — ask us to limit processing in specific circumstances.

- **Right to data portability** — receive certain data in a structured, commonly used, machine-readable format, or have it transmitted to another controller.
- **Right to object** — object to processing based on our legitimate interests, including for direct marketing.
- **Right to withdraw consent** — at any time, where processing is based on consent. Withdrawal does not affect prior lawful processing.
- **Right to lodge a complaint** with your supervisory authority. In Switzerland, the Federal Data Protection and Information Commissioner — FDPIC (edoeb.admin.ch). In France, the CNIL (cnil.fr). In the UK, the ICO (ico.org.uk). You may also contact the authority of your country of residence or place of work.

To exercise any of these rights, email us at contact@juulialindeman.com. We may ask you to verify your identity. We will respond within one month, extendable by two months for complex requests.

12. Your rights under the CCPA / CPRA (California)

If you are a California resident, the California Consumer Privacy Act, as amended by the CPRA, gives you the following rights:

- **Right to know** what personal information we collect, the sources, the purposes, and the categories of recipients.
- **Right to delete** personal information we have collected, subject to exceptions.
- **Right to correct** inaccurate personal information.
- **Right to opt out** of the “sale” or “sharing” of personal information for cross-context behavioural advertising. We do not sell personal information and do not share personal information for cross-context behavioural advertising as those terms are defined in the CCPA.
- **Right to limit the use of sensitive personal information.**
- **Right to non-discrimination** for exercising your CCPA rights.

To exercise these rights, email us at contact@juulialindeman.com. You may designate an authorised agent to make a request on your behalf, subject to verification.

Categories of personal information collected in the past 12 months: identifiers (name, email, IP); commercial information (booking history, course enrolments); internet/network activity (browsing on the Site); geolocation data (approximate, from IP); audio/electronic information (in-session voice or chat, if applicable); inferences drawn from the above. We do not knowingly collect biometric or precise geolocation data.

13. Children’s privacy

The Site and our services are intended for adults. We do not knowingly collect personal data from children under **16 years of age** in the European Economic Area, the United Kingdom, or Switzerland, or under **13 years of age** in the United States, in line with COPPA. Where the law of your country sets a different age of digital consent, that age applies. If you believe a child has provided us with personal data, please contact us at contact@juulialindeman.com so we can delete it.

14. Marketing communications

We send marketing emails (newsletters, course launches, promotions) only to people who have given prior, explicit consent (opt-in). Every marketing email contains a one-click unsubscribe link. You can also withdraw consent at any time by contacting us. Withdrawing marketing consent does not stop

service-related messages such as booking confirmations or important policy updates.

15. Links to third-party websites

The Site may contain links to third-party websites or services we do not control. This Policy does not apply to those sites. We encourage you to read their privacy policies before sharing any personal information with them.

16. Changes to this Policy

We may update this Policy from time to time. The “Last updated” date at the top of the Policy reflects the most recent revision. If we make material changes, we will provide a more prominent notice (such as an email or a banner on the Site) before the changes take effect. We encourage you to review this Policy periodically.

17. Contact us

For any question or request related to this Privacy Policy or your personal data, please contact us:

- **Email (preferred):** contact@juulialindeman.com
- **Postal address:** Juulia Lindeman, Rue du Fucil 36, 2103 Noiraigue, Switzerland
- **Website:** <https://juulialindeman.com>