

DATA PROTECTION NOTICE

In accordance with the nLPD (Federal Data Protection Act, effective from 1 September 2023) Version: June 2025 — Sybille Meinelt, Life and Transition Coach

1. Identity of the data controller

Name: Sybille Meinelt

Legal form: Sole trader

Address: Rue Paul Bouvier 5, 2000 Neuchâtel, Switzerland

Business registration number: CHE-306.823.237

Email: sybille.meinelt@awakenurpotential.com

Sybille Meinelt (hereinafter 'the Service Provider' or 'I') is the data controller responsible for processing your personal data within the meaning of the revised Federal Act on Data Protection (FADP), which came into force on 1 September 2023.

2. Data collected

2.1 Data you provide to me directly

- Identification data: first name, surname, email address, telephone number
- Contact and appointment booking data (via Calendly or the Lumisia platform)
- Information shared during coaching sessions (personal and professional circumstances, goals, challenges)
- Payment details (processed securely by the payment provider; I do not store your bank details)

2.2 Data collected automatically

- Browsing data on my website (IP address, pages viewed, duration of visit) via cookies – see the Cookies Policy
- Technical data relating to communication tools (Zoom, email)

3. Purposes and legal bases for processing

Your data is processed for the following purposes:

- Performance of the coaching contract: session planning, invoicing, follow-up
- Communication before, during and after the coaching programme
- Improving my services and personalising the coaching
- Compliance with my legal obligations (accounting, tax)
- Sending information about my services (only with your explicit consent)

The legal basis is primarily the performance of the contract (Art. 6 FADP), legitimate interest (improvement of services), or your explicit consent for marketing communications.

4. Recipients of your data

I do not sell your data to third parties. Your data may be passed on to the following data processors, strictly within the scope of the purposes described:

- Lumisia platform (matchmaking and booking of sessions)
- Calendly Inc. (appointment management) — servers in the United States, covered by standard contractual clauses
- Zoom Video Communications (video sessions) — servers in the United States, covered by standard contractual clauses
- Accountancy and fiduciary service provider in Switzerland
- Website host

In the event of a transfer outside Switzerland, I ensure that the level of protection is equivalent to that guaranteed by the FADP (Art. 16 et seq. FADP).

5. Retention period

- Accounting and contractual data: 10 years (legal obligation)
- Data relating to coaching sessions: 5 years after the end of the coaching programme
- Prospecting/marketing data: until consent is withdrawn
- Browsing data: maximum 13 months

6. Your rights

In accordance with the nLPD, you have the following rights:

- Right of access to your personal data
- Right to rectify inaccurate data
- Right to erasure ('right to be forgotten')
- Right to data portability
- Right to object to processing
- Right to withdraw your consent at any time, without this affecting the lawfulness of any processing carried out prior to withdrawal

To exercise these rights, please contact me by email at the address given in Article 1. I will respond within 30 days.

7. Data security

I implement appropriate technical and organisational measures to protect your data against unauthorised access, loss, destruction or disclosure. Sensitive documents are exchanged via secure channels.

8. Supervisory authority

In the event of an unresolved dispute, you have the right to lodge a complaint with the Federal Data Protection and Information Commissioner (FDPIC) — www.edoeb.admin.ch.

9. Amendments

This notice may be updated. The current version is always available on request or on my website.
Date of last update: June 2025.

Sybille Meinelt — Life and Transition Coach — Neuchâtel, Switzerland

GENERAL TERMS AND CONDITIONS OF SALE (GTC)

Sybille Meinelt — Life, Transition and Change Coach

Version: June 2025

Article 1 — Identification of the Service Provider

Name: Sybille Meinelt

Legal form: Sole trader

Registered office: 5 Rue Paul Bouvier, 2000 Neuchâtel, Switzerland

Business registration number: CHE-306.823.237

Email: sybille.meinelt@awakenurpotential.com

The Service Provider offers life coaching, career and personal transition coaching, change management, time management, relationship coaching and career change support.

Article 2 — Scope

These General Terms and Conditions of Sale (GTC) apply to any order for coaching services placed by a client (hereinafter 'the Client') with Sybille Meinelt, whether via the Lumisia platform, the Calendly online calendar, by email or by any other means.

Any booking or order implies full and unconditional acceptance of these GTC.

Article 3 — Description of services

3.1 One-to-one coaching sessions; all my social media accounts are in English. My services are available in French, English and German.

- One-off coaching sessions, in three languages, via the Swiss French-speaking Lumisia platform; see timetables and prices at <https://lumisia.ch/coachs/sybille-meinelt-14e9>
- Long-term support (1 to several months), in 3 languages: free initial introductory session at tinyurl.com/yc443jnb

3.2 How it works

Sessions take place by telephone or video call (Zoom), as agreed between the parties. Coaching is available in French, English and German.

Article 4 — Booking and Ordering

Bookings are made via the online calendar accessible on the Service Provider's Lumisia profile or via the personal Calendly link, as shown above. The booking is confirmed upon receipt of an automatic confirmation email.

For any bookings outside the calendar or specific enquiries, the Client may contact the Service Provider via text message or WhatsApp before calling (calls from unknown numbers will not be answered).

Article 5 — Rates and payment terms

Prices are quoted in Swiss francs (CHF), inclusive of all taxes (the Service Provider is not liable for VAT as long as their turnover remains below the legal threshold of CHF 100,000).

- Payment is due at the time of booking or, at the latest, 48 hours before the first appointment.
- Accepted payment methods: bank transfer, TWINT, or any other method agreed between the parties
- In the case of a programme spanning several months, a payment schedule may be agreed in writing

Article 6 — Cancellation and Rescheduling

Any cancellation or request for postponement must be communicated to the Service Provider as soon as possible and at least 48 hours before the scheduled session.

- Cancellation more than 48 hours before the session: no charge, credit to be carried forward
- Cancellation between 12 hours and 24 hours before the session: 50% of the session fee remains payable
- Cancellation less than 12 hours before the session or a no-show: 100 per cent of the session fee is due

Should the Service Provider be unable to attend, the session will be rescheduled free of charge to a date agreed by both parties.

Article 7 — Right of withdrawal

In accordance with the Swiss Code of Obligations and industry practice, private clients are entitled to a right of withdrawal of 7 calendar days from the date of booking, without penalty, provided that the session has not yet taken place.

To exercise this right, an email must be sent to the Service Provider within this period.

Article 8 — Nature of the coaching and limitations

Coaching is a form of support aimed at guiding the Client towards achieving their personal and professional goals. It is under no circumstances:

- A medical, psychotherapeutic or psychiatric service
- Legal, tax or financial advice
- A guarantee of results

The Client remains solely responsible for their decisions and actions. In the event of serious psychological difficulties, the Service Provider reserves the right to refer the Client to an appropriate healthcare professional.

Article 9 — Confidentiality

The Service Provider undertakes to maintain absolute confidentiality regarding any information shared during coaching sessions. Under no circumstances will this information be disclosed to third parties without the Client's explicit consent, unless required by law.

The Client authorises the Service Provider to use the information shared solely for the purposes of the coaching, in accordance with the Data Protection Notice.

Article 10 — Intellectual Property

The tools, methods, materials and content created or provided by the Service Provider during the sessions remain the Service Provider's intellectual property. The Client may not reproduce, distribute or commercialise them without prior written consent.

Article 11 — Liability

The Service Provider's liability is limited to the amount of fees actually received for the service in question. The Service Provider shall not be held liable for any decisions taken by the Client following the sessions.

Article 12 — Governing Law and Competent Jurisdiction

These General Terms and Conditions are governed by Swiss law, in particular the Swiss Code of Obligations (CO). In the event of a dispute, the parties shall endeavour to reach an amicable settlement. Failing that, the competent court shall be that of the Service Provider's registered office, namely the Court of Neuchâtel.

Article 13 — Amendments

The Service Provider reserves the right to amend these Terms and Conditions at any time. The applicable version is that in force at the time of booking. Date of last update: June 2025.

PRIVACY POLICY

Website of Sybille Meinelt — Life and Transition Coach

Compliant with the Swiss nLPD — Version: June 2025

1. Introduction

This privacy policy describes how Sybille Meinelt (hereinafter 'we' or 'the Service Provider') collects, uses and protects the personal data of visitors to her website and of individuals who contact her in connection with her coaching activities.

This policy complies with the Swiss Federal Data Protection Act (nLPD, which came into force on 1 September 2023) and, where applicable, the European Union's General Data Protection Regulation (GDPR) for clients residing in the European Economic Area.

2. Data controller

Name: Sybille Meinelt, Sole trader

Address: Rue Paul Bouvier 5, 2000 Neuchâtel, Switzerland

Company registration number: CHE-306.823.237

Contact: sybille.meinelt@awakenurpotential.com

3. Data collected

3.1 When you visit the website

- IP address (anonymised as soon as possible)
- Browser type and version
- Operating system
- Pages visited, duration of visit, referral source
- Date and time of the visit

3.2 When contacting us or making a booking

- First name and surname
- Email address
- Telephone number (if provided)
- Message or general enquiry
- Information about your situation (provided voluntarily)

3.3 During a coaching session

Any information shared during sessions (personal and professional circumstances, goals, challenges) is treated with the strict confidentiality inherent in the coaching relationship.

4. Purposes of processing

- To respond to your enquiries and requests for information

- To manage the booking and follow-up of coaching sessions
- To issue invoices and carry out administrative follow-up
- To improve the quality of the services offered
- To send you information about the Service Provider's offers (only with your consent)
- To comply with legal and regulatory obligations

5. Legal basis for processing

- Performance of a contract: for the management of sessions and invoicing
- Legitimate interest: to improve services and ensure the security of the website
- Consent: for marketing communications and non-essential cookies
- Legal obligation: for the retention of accounting records

6. Sharing data with third parties

We do not sell or rent out your personal data. It may be shared with:

- Lumisia (matching and booking platform)
- Calendly Inc. (appointment management tool — USA, standard contractual clauses)
- Zoom Video Communications Inc. (video meetings — USA, standard contractual clauses)
- Accounting and fiduciary service providers (Switzerland)
- Website hosting and technical service providers

All our data processors are contractually obliged to respect the confidentiality and security of your data.

7. International data transfers

Some of our service providers (Calendly, Zoom) transfer data outside Switzerland and the EU/EEA. These transfers are governed by recognised standard contractual clauses or other appropriate safeguards in accordance with Article 16 of the nLPD.

8. Retention period

- Contact details: until consent is withdrawn or 3 years after the last contact
- Contractual and billing data: 10 years (legal obligation)
- Coaching session data: 5 years after the end of the coaching programme
- Browsing data: up to 13 months

9. Your rights

In accordance with the nLPD (and the GDPR for EU/EEA residents), you have the following rights:

- Right of access: to obtain a copy of your data
- Right to rectification: to correct inaccurate data
- Right to erasure: to request the deletion of your data
- Right to data portability: to receive your data in a structured format
- Right to object: to object to certain processing activities
- Right to withdraw consent: at any time, without retroactive effect

To exercise these rights, please send your request by email to the address given above. We will respond within 30 days.

10. Security

We implement appropriate technical and organisational measures to protect your data: restricted access, encrypted communications, secure passwords and regular backups.

11. Supervisory authority

If you believe that the processing of your data does not comply with applicable legislation, you may lodge a complaint with the Federal Data Protection and Information Commissioner (FDPIC): www.edoeb.admin.ch.

For residents of the EU/EEA, you may also contact the data protection authority in your country of residence.

12. External links

Our website may contain links to third-party websites (including Lumisia and Calendly). We accept no responsibility for the privacy practices of these websites. We encourage you to review their own privacy policies.

13. Changes to this policy

We reserve the right to amend this privacy policy at any time. The current version is the one published on our website. Last updated: June 2025.

COOKIE POLICY

Sybille Meinelt's website — Life and Transition Coach

Compliant with the Swiss nLPD — Version: June 2025

1. What is a cookie?

A cookie is a small text file stored on your device (computer, tablet, smartphone) when you visit a website. It enables the website to remember certain information relating to your visit, such as your browsing preferences or your session ID.

Cookies may be set by the website you are visiting ('first-party' cookies) or by third-party services integrated into the site ('third-party' cookies).

2. Who is responsible for cookies on this website?

Name: Sybille Meinelt, Sole trader

Address: Rue Paul Bouvier 5, 2000 Neuchâtel, Switzerland — CHE-306.823.237

Contact: sybille.meinelt@awakenurpotential.com

3. Cookies used on this website

3.1 Strictly necessary cookies

These cookies are essential for the website to function properly. They enable you to navigate the site and use its essential features (login session, saving your cookie preferences, security). They cannot be disabled.

- Session cookie: keeps your session active whilst you browse
- Consent cookie: remembers your cookie preferences

Legal basis: legitimate interest / technical necessity (no consent required).

3.2 Performance and audience measurement cookies

These cookies enable us to measure the number of visits, understand how visitors navigate the website and improve the content on offer. No data that directly identifies you is collected.

- Google Analytics (if enabled): audience measurement, browsing behaviour, traffic source — anonymised data

Legal basis: your consent (cookie banner).

Retention period: 13 months maximum.

3.3 Functional cookies

These cookies help to improve your experience by remembering your preferences (language, display settings).

- Remembering your browsing language
- Display preferences

Legal basis: your consent.

3.4 Third-party cookies (integrated services)

Our website may integrate third-party services that set their own cookies:

- Calendly (online booking tool): session and calendar functionality cookies
- Zoom (links to video sessions): functional cookies if you click on a Zoom link
- Lumisia (coaching platform): tracking cookies if you come from their website

These cookies are subject to the privacy policies of each third-party service. We invite you to consult these directly on their respective websites.

4. Summary table of cookies

The main cookies used are as follows:

- `_ga, _gid` (Google Analytics) — duration: 2 years / 24 hours — purpose: audience measurement
- `cookie_consent` (first-party) — duration: 12 months — purpose: to remember your preferences
- `PHPSESSID` (session) — duration: session — purpose: technical
- Calendly cookies — duration: variable — purpose: booking

5. How can you manage your cookies?

5.1 Via our consent banner

On your first visit, a banner allows you to accept, refuse or customise non-essential cookies. You can change your preferences at any time by clicking on the 'Manage my cookies' link at the bottom of the page.

5.2 Via your browser settings

You can configure your browser to block or delete cookies:

- Google Chrome: Settings > Privacy and security > Cookies
- Mozilla Firefox: Options > Privacy & Security > Cookies
- Safari: Preferences > Privacy > Cookies
- Microsoft Edge: Settings > Privacy, search and services > Cookies

Please note: disabling certain cookies may affect the website's functionality and the quality of your browsing experience.

6. Validity period of consent

Your consent is valid for a maximum of 12 months. After this period, you will be asked to give your consent again.

7. Contact

If you have any questions regarding the use of cookies on this website, please contact us at:

Email: sybille.meinelt@awakenurpotential.com

8. Changes to this policy

We reserve the right to amend this cookie policy at any time, in particular to bring it into line with legal or technical developments. The current version is the one published on our website. Last updated: June 2025.