Privacy Policy

1. Introduction

This Privacy Policy informs you about the collection, use, and protection of your personal data when you visit this website or interact with my services. I am committed to handling your data responsibly, in accordance with the Swiss Federal Act on Data Protection (revFADP).

By using this website, you agree to the terms outlined below.

2. Contact Information

Gabriella Szász
Rue du Grand-Cerclet 23.
1852 Roche (VD)
Switzerland
hello@gabriellaszasz.com

3. What Data Is Collected

I may collect the following types of personal data when you use this website or contact me:

- **Contact data**: name, email address, phone number (if provided)
- **Communication data**: messages you send via contact or booking forms
- **Usage data**: IP address, browser type, referring website, pages visited, time and date of access
- **Booking data**: dates, times, and types of services requested (if you use an online scheduling tool)

I do not collect sensitive personal data unless you voluntarily provide it in the course of working with me.

4. How and Why Your Data Is Used

Your personal data may be used for the following purposes:

- To respond to your inquiries or messages
- To provide coaching or event-related services
  To process bookings or consultations
- To manage customer relationships
- To improve the functionality and content of this website
  To comply with legal obligations

Data is processed based on your consent, the performance of a contract, or my legitimate interest in providing a secure and effective service.

5. Use of Third-Party Services

To provide a functional and user-friendly website and booking process, I may use trusted third-party services:

- **Booking tools** (e.g. Calendly)
  Used to schedule appointments. Data entered is stored by the service provider according to their privacy policy.

- **Analytics tools** (e.g. Google Analytics)
  Used to evaluate website usage and improve content. This may include cookies and anonymized usage data. IP addresses may be truncated or anonymized.

- **Email service providers**
  Emails and messages may be stored and processed through secure external platforms (e.g. Gmail, ProtonMail, or others).

All third-party tools are carefully selected and comply with data protection regulations. If data is transferred outside Switzerland or the EU, appropriate safeguards are in place.

6. Cookies

This website may use cookies and similar technologies to improve usability, analyze traffic, or remember your preferences. You can configure your browser settings to reject some or all cookies.

If you use third-party tools embedded in the website (e.g. Calendly, YouTube), those services may place cookies as well. You can refer to their privacy policies for details.

7. Data Retention

Your data is retained only for as long as necessary to fulfill the purposes listed above or to comply with legal obligations. After this period, it is securely deleted or anonymized.

8. Your Rights

Under the Swiss Federal Act on Data Protection, you have the right to:

- Access your personal data
- Request correction of incorrect data
- Request deletion of your data, if legally permissible
- Object to or restrict the processing of your data
- Withdraw consent at any time (if processing is based on consent)

To exercise your rights, please contact me at **hello@gabriellaszasz.com**. I will respond within 30 days.

9. Data Security

I take reasonable technical and organizational measures to protect your data from unauthorized access, misuse, loss, or alteration. However, please note that no method of transmission over the internet is entirely secure.

10. Changes to This Privacy Policy

This policy may be updated from time to time to reflect legal changes or service adjustments. The current version is always available on this website.

Last updated: 17.07.2025

TERMS AND CONDITIONS

Last updated: 17.07.2025

These Terms and Conditions apply to all services provided by Gabriella Szász ("the Provider", "I", "me", or "my"), based in Switzerland. By booking a coaching session, workshop, or event-related service, you agree to the terms set out below.

1. Services Provided

I offer the following services:

- One-on-one mental health coaching sessions
- Tailor-made workshops for teams and organizations
  Event project consulting in areas such as operational planning and participant experience

Coaching is not therapy and does not substitute psychological, psychiatric, or medical treatment. My role is to support personal and professional development through structured conversation, tools, and reflection.

2. Bookings & Payment

2.1 Booking

Appointments can be booked via my online booking system or by email. Group sessions, workshops, and event-related services are arranged individually.

2.2 Payment

Payment is typically made after each individual session or on a monthly basis, depending on prior agreement. An advance payment may be required for certain services.

You may pay via:

- Bank transfer
- Twint

Workshop or project-related payments are agreed case-by-case and may include staged invoicing depending on the scope.

3. Cancellation & Rescheduling

You may cancel or reschedule individual sessions up to **24 hours in advance** at no cost. Cancellations made less than 24 hours before the session will be charged in full.

In the rare case that I need to cancel or reschedule a session, I will notify you as early as possible and offer an alternative date.

4. Confidentiality

All personal information shared during coaching sessions will be treated confidentially and not disclosed to third parties unless required by law. Notes and data are stored securely and never shared without your explicit permission.

Please note that if we work within an organizational or team setting, confidentiality may be limited to the structure agreed upon with the client organization.

5. Client Responsibility

Coaching is a voluntary and collaborative process. You are responsible for your own decisions, actions, and well-being throughout the process. I support and guide, but do not make decisions on your behalf.

6. Workshops and Event Projects

If you engage me for workshop facilitation or event project support:

- Project terms (timelines, deliverables, responsibilities) will be agreed in writing
- Any changes to scope, schedule, or fees must be confirmed in writing
- I may collaborate with third-party professionals when agreed with you

7. Intellectual Property

Unless otherwise agreed, all materials I create or share (e.g. worksheets, frameworks, training slides) remain my intellectual property. You may use them for personal or internal organizational use, but not reproduce, resell, or distribute them without written permission.

8. Limitation of Liability

Services are provided to the best of my knowledge and abilities. I am not liable for direct or indirect damages arising from the use of coaching or consulting services, except in cases of proven gross negligence or intent.

9. Applicable Law & Jurisdiction

These Terms are governed by **Swiss law**.

10. Contact

If you have questions about these Terms and Conditions, you can reach me at:
Email: hello@gabriellaszasz.com