

# Privacy Policy

Effective Date: January 2026

Applies to: Clients and visitors of LiftWithAndi

Location: Canada (Online)

---

## 1. Purpose of This Policy

This Privacy Policy explains how LiftWithAndi collects, uses, and protects your personal information when you participate in our online Pilates classes, personal training programs, or visit our website.

We are committed to protecting your privacy and handling your personal information in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy laws.

---

## 2. Information We Collect

We collect only the information necessary to deliver safe, personalized, and effective services. This may include:

### a. Personal Information

- Name, address, phone number, and email address
- Emergency contact information
- Date of birth (if required for eligibility)

### b. Health and Fitness Information

- Completed PAR-Q or health intake forms
- Medical conditions, injuries, or physical limitations (if voluntarily disclosed)
- Fitness goals, progress, and preferences

### c. Payment Information

- Billing details (e.g., payment method, transaction date, amount)

Note: Payment processing is handled through secure third-party platforms (e.g., Stripe, PayPal, etc.), and we do not store your full credit card details.

#### **d. Technical Information (for online services)**

- Device type, browser, IP address, and general location (collected automatically through website analytics or training platforms)
- Session recordings or screenshots (only with your consent, if used for coaching review or feedback)

---

### **3. How We Use Your Information**

We use your personal information to:

- Create and manage your Pilates or training profile
- Provide customized exercise programs and support
- Communicate regarding schedules, updates, and service delivery
- Process payments and issue receipts
- Ensure your safety during physical activity
- Maintain business records and comply with legal obligations

Your information will never be sold, rented, or traded to any third party.

---

### **4. Consent**

By providing your information and participating in our services, you consent to its collection, use, and storage as described in this policy.

You may withdraw your consent at any time by contacting us (see Section 10). However, doing so may limit our ability to provide services.

---

### **5. How We Protect Your Information**

We take reasonable physical, administrative, and technical safeguards to protect your personal information against loss, theft, unauthorized access, or disclosure.

Examples include:

- Secure password-protected client files
- Encrypted digital communication platforms

- Limited access to information by authorized staff or contractors only

If a data breach occurs that poses a real risk of significant harm, we will notify affected individuals and the Privacy Commissioner of Canada as required by law.

---

## 6. Storage and Retention

Your personal information will be stored securely in Canada (or with trusted third-party providers that comply with Canadian privacy standards).

Information is retained only as long as necessary to provide services, meet legal requirements, or resolve disputes.

You may request deletion of your information once services are complete, subject to legal retention requirements.

---

## 7. Disclosure to Third Parties

We may share limited information with trusted third parties only when necessary, such as:

- Payment processors (for secure transactions)
- Scheduling or video platforms (e.g., Zoom, Trainerize, etc.)
- Legal or regulatory authorities (only when required by law)

These parties are contractually bound to maintain confidentiality and safeguard your data.

---

## 8. Your Rights

Under Canadian privacy laws, you have the right to:

- Access and review your personal information
- Request corrections to inaccurate or incomplete data
- Withdraw consent to certain uses
- File a complaint with the Office of the Privacy Commissioner of Canada if you believe your rights have been violated

Requests can be made in writing (see Section 10). We will respond within 30 days as required by law.

---

## **9. Use of Online Platforms and Cookies**

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

You can adjust your browser settings to disable cookies, though some website features may not function properly as a result.

We are not responsible for the privacy practices of external websites linked through our pages or materials.

---

## **10. Contact Information**

If you have questions, concerns, or requests regarding your privacy, please contact:

Privacy Officer: Owner- Andi Cooper

Business Name: LiftWithAndi

Email: [liftwithandi@gmail.com](mailto:liftwithandi@gmail.com)

Phone: 289-682-1679

Mailing Address: Cayuga, Ontario, N0A1E0

---

## **11. Updates to This Policy**

This Privacy Policy may be updated periodically to reflect changes in laws or business practices. The most recent version will always be available on our website or by request.

---

## **Acknowledgment**

By using our online Pilates or personal training services, you acknowledge that you have read and understood this Privacy Policy.

# Accessibility Statement

**Effective:** January 2026

At **LiftWithAndi**, we are committed to ensuring digital accessibility for all users, including people with disabilities. We strive to provide an inclusive and user-friendly online experience across our online personal training and online Pilates platforms.

## Our Commitment

We aim to make our websites accessible and usable for the widest possible audience, regardless of ability or technology. We are continually working to improve accessibility and usability in accordance with recognized standards.

## Accessibility Standards

We are actively working towards compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, as established by the World Wide Web Consortium (W3C).

## Accessibility Features

Our websites aim to support accessibility through:

- Clear and consistent navigation
- Readable fonts and sufficient color contrast
- Compatibility with screen readers and assistive technologies
- Keyboard navigation where possible
- Descriptive links and headings
- Accessible forms and buttons

## Ongoing improvements

Accessibility is an ongoing effort. We regularly review our websites and content to identify and address potential accessibility barriers and to improve the user experience for all visitors.

## Third-Party Content

Some content or functionality may be provided by third-party platforms (such as video hosting, payment processors, or scheduling tools). While we strive to choose accessible partners, we cannot guarantee the accessibility of all third-party content.

## Need Assistance?

If you experience any difficulty accessing content, using features, or navigating our websites, we welcome your feedback.

# Terms & Conditions

## Effective Date: January 2026

Welcome to **LiftWithAndi**. By accessing or using our website, online personal training services, online Pilates classes, programs, or digital content, you agree to be bound by these Terms & Conditions. If you do not agree, please do not use our services.

### Eligibility

You must be at least 18 years of age, or have parental/guardian consent, to use our services. By using our services, you confirm that you meet this requirement.

### Services Provided

We provide online fitness-related services, including but not limited to:

- Online personal training programs
- Online Pilates classes and workouts
- Digital fitness content, plans, and resources

All services are provided remotely and are not a substitute for in-person medical, physical therapy, or healthcare services.

### Health Disclaimer

You acknowledge that:

- Participation in physical exercise involves inherent risks.
- You are responsible for consulting a physician or qualified healthcare professional before starting any fitness program.
- You are voluntarily participating in all workouts and activities.

You confirm that you are physically capable of participating and assume full responsibility for your health, safety, and well-being during and after participation.

### No Medical Advice

The services do not provide medical, physical therapy, rehabilitation, or mental health advice. Nothing on our website or within our programs should be considered medical advice or a diagnosis.

### Client Responsibility

You agree to:

- Follow instructions carefully,
- Use proper form and judgement,
- Stop any activity that causes pain, dizziness, or discomfort,
- Modify exercises as needed based on your ability.

We are not responsible for injuries resulting from improper use of the services.

### **Assumption of Risk & Release of Liability**

To the fullest extent permitted under Canadian Law, you:

- Assume all risks associated with participation.
- Release and hold harmless LiftWithAndi, its owners, contractors, and affiliates from any claims, damages, injuries, or losses arising from use of the services.

### **Payment & Fees**

- All prices are listed in Canadian Dollars (CAD) unless otherwise stated.
- Payment is required in full before access to services.
- Fees are non-refundable unless otherwise stated in a separate Refund Policy.
- We reserve the right to change pricing at any time.

### **Cancellations & Refunds**

Cancellation, rescheduling, and refund policies are outlined in our **Refund/Cancellation Policy** which forms part of these terms.

### **Intellectual Property**

All content on our website, including videos, programs, text, graphics, and logos, is the intellectual property of **LiftWithAndi** and may not be copied, distributed, or reproduced without written permission.

You are granted a limited, non-transferable, personal-use license only.

### **Account Use**

If you create an account:

- You are responsible for maintaining confidentiality of login details.
- You may not share access to paid content.
- We reserve the right to suspend or terminate accounts for misuse.

### **Third-Party Services**

Our websites may include third-party tools (e.g. video hosting, scheduling, payment processors). We are not responsible for the content, policies, or practices of third-party providers.

## **Privacy**

Your use of our services is subject to our Privacy Policy, which complies with Canadian privacy laws, including PIPEDA.

## **Limitation of Liability**

To the maximum extent permitted by law, **LiftWithAndi** shall not be liable for any indirect, incidental, or consequential damages arising from your use of the services.

## **Indemnification**

You agree to indemnify and hold harmless **LiftWithAndi** from any claims or demands arising from your breach of these Terms or misuse of the services.

## **Governing Law**

These terms are governed by the laws of Canada and the applicable province or territory in which **LiftWithAndi** operates, without regard to conflict of law principles.

## **Changes to Terms**

We reserve the right to update these terms at any time. Changes will be posted on this page with an updated effective date. Continued use of the services constitutes acceptance of the revised terms.

## **Contact Information**

If you have questions about these terms, please contact: [info@liftwithandi.com](mailto:info@liftwithandi.com)

# Refund Policy

**Effective Date:** January 2026

At **LiftWithAndi**, we are committed to providing high-quality online personal training and Pilates services. Please review our Refund policy carefully before purchasing.

## Digital Products & Online Programs

Due to the digital nature of our services, **all sales are final** once access to online content, programs, workouts, or training materials has been granted.

This includes, but is not limited to:

- Online personal training programs
- Online Pilates classes or memberships
- Pre-recorded videos, workout plans, or downloadable content
- Digital subscriptions or packages

No refunds will be issued for partial use, non-use, or change of mind.

## Online Personal Training Services

For 1:1: or small-group online personal training sessions:

- Refunds are **not provided** once a session or package has begun.
- Unused sessions are **non-refundable** unless otherwise stated in writing.
- Missed sessions without proper notice are not eligible for refund.

Rescheduling policies are outlined in our Cancellation Policy.

## Subscriptions & Memberships

If you purchase a recurring subscription:

- You may cancel at any time prior to the next billing cycle.
- Cancellation will prevent future charges but does **not** result in a refund for the current billing period.
- Access will remain active until the end of the paid term.

## Exceptional Circumstances

Refunds may be considered at our sole discretion in rare circumstances, such as:

- Duplicate charges.
- Technical issues preventing access that cannot be resolved.

- Medical emergencies (documentation may be required).

Approval of any exception does not guarantee future refunds.

## **Chargebacks**

Initiating a chargeback without first contacting us may result in immediate suspension or termination of access to services.

## **Consumer Protection Rights**

This refund policy does not limit any rights you may have under applicable **Canadian Consumer Protection Laws**.

## **Contact Us**

If you have any questions about this refund policy or believe you are eligible for an exception, please contact us: [info@liftwithandi.com](mailto:info@liftwithandi.com)