

Privacy Policy

Last updated: 24 September 2026

SPEAK TO RESONATE

This policy explains what personal data we collect across all our training and coaching services, why, and what rights you have.

1. Who is responsible

Shannon Jenkins
Dérochoz 6
CH-1801 Mt-Pèlerin
Switzerland

Contact: support@shannonjenkins.co

We are the data controller for the data described here, under the Swiss Federal Act on Data Protection and, where it applies, the EU General Data Protection Regulation.

Where a corporate client gives us the details of its employees so that we can deliver training, that client remains the controller of those details and we process them on its instructions.

2. What we collect

When you visit the site

Standard technical data: IP address, browser type, pages viewed, time spent. Collected through our hosting provider and analytics.

When you join the mailing list or download a document

Name and email address.

When you register for an online programme

Name, email address, billing address, company name where given, and the session time you choose. Payment card details go directly to our payment provider and are never held by us.

When a client books training for its people

The participant list provided by the client: names, email addresses, job titles and, where relevant, team or department.

During a session, online or in person

Your voice, image and contributions in the live sessions, where those sessions are recorded.

When you take part in individual coaching

Your scheduling details, and the professional material you choose to send in advance.

When you contact us

Whatever you put in your message.

3. Why we use it

Purpose	Legal basis
Delivering the training or coaching booked	Performance of a contract
Processing payment and issuing invoices	Performance of a contract, legal obligation
Sending programme information and access details	Performance of a contract
Reporting attendance and anonymised feedback to a corporate client	Performance of a contract with that client
Sending marketing emails about future programmes	Your consent
Keeping accounting records	Legal obligation under Swiss law
Improving our programmes and the site	Our legitimate interest

4. Session recordings

Online live sessions are recorded so participants who miss one can catch up.

Recordings are shared only with participants of the same cohort. They are not published, not sold, and not used for marketing.

If you do not wish to appear in a recording, keep your camera off and tell us at the start of the session. In doing so you accept that the quality of the training will be sharply diminished, and you waive the guarantee set out in our Terms and Conditions.

We do not record or photograph an in-person or corporate session without the prior written agreement of the client. Where such a recording is made, its use is agreed in advance.

5. Feedback and reporting to a corporate client

Where an organisation pays for the training, we may report attendance and aggregated, anonymised feedback to that organisation.

We do not report individual performance, individual comments made in a session, or anything a participant works on, unless the participant asks us to.

6. The AI communication assistant

Content you submit to the assistant is processed by our provider to generate feedback. We do not collect, store or use it.

Do not enter confidential, personal or regulated data into it.

7. Who we share it with

We use third-party services to run our programmes. Each processes only what it needs:

- **Payment processing:** Stripe
- **Video sessions:** Zoom or another video platform
- **Email and mailing list:** Wix
- **Website hosting:** Framer and Wix
- **Learning platform:** Wix
- **AI assistant:** Claude.ai (Anthropic)

We do not sell your data and we do not share it with advertisers.

We may disclose data where required by law.

8. Data outside Switzerland

Some of these providers are based outside Switzerland and the European Economic Area, principally in the United States.

Where that is the case, transfers are covered by standard contractual clauses or an equivalent safeguard recognised by Swiss and EU law.

9. How long we keep it

- Accounting and invoicing records: ten years, as required by Swiss law
- Programme records and session recordings: two years after the cohort or engagement ends
- Material sent for individual coaching: deleted at the end of the engagement, or earlier on request
- Mailing list data: until you unsubscribe
- Website analytics: twenty-six months

10. Your rights

You may ask us to:

- give you a copy of the data we hold about you

- correct anything inaccurate
- delete your data, where we have no legal obligation to keep it
- restrict or object to a particular use
- send your data to another provider in a portable format
- withdraw consent to marketing at any time

Write to **support@shannonjenkins.co**. We answer within thirty days.

If your details were given to us by your employer, address your request to your employer in the first instance, and we will support it.

If you are not satisfied, you may complain to the Swiss Federal Data Protection and Information Commissioner, or to the supervisory authority in your country of residence if you are in the European Union or the United Kingdom.

11. Marketing emails

We send marketing emails only with your consent. Every email has an unsubscribe link. Unsubscribing does not affect the programme emails you receive as a participant.

We do not add participants from a corporate engagement to our mailing list without their own consent.

12. Cookies

We use cookies that are necessary for the site to work, and analytics cookies to understand how the site is used.

You can refuse non-essential cookies through the banner when you first visit, and change your choice at any time in your browser settings.

13. Security

We use providers with appropriate technical and organisational safeguards. No online service is completely secure, and we cannot guarantee absolute protection.

14. Children

Our programmes are for working professionals. We do not knowingly collect data from anyone under sixteen.

15. Changes

We may update this policy. The date at the top shows the current version. Material changes are notified by email to current participants.

Contact

support@shannonjenkins.co