

ELEV8COACH

Privacy Policy

Effective Date: 05/01/2026

ELEV8WORX LLC, a Virginia Limited Liability Company (“ELEV8WORX”, “we,” “our,” or “us”), is committed to protecting your privacy. This Privacy Policy describes how we collect, use, store, and protect your personal information when you access or use the ELEV8COACH mobile application. By using the app, you agree to the practices described in this policy.

Please read this policy carefully. If you have questions or concerns, contact us at the address listed at the end of this document.

1. Information We Collect

We collect the following categories of information to provide and improve our services:

a. Account Information

- Email address used to create and access your account
- Login credentials (stored securely and never shared in plain text)

b. User Activity Data

- Your responses to leadership scenarios and exercises within the app
- Progress tracking data, including completed modules and milestones
- Feature interaction data that helps us understand how the app is used

c. Analytics and Performance Data

- Aggregated usage patterns and in-app behavior
- Device type, operating system version, and performance diagnostics
- Crash reports and technical error logs

2. How We Use Your Information

We use the information we collect solely to operate and improve ELEV8COACH. Specifically, we use your data to:

- Deliver core app functionality, including scenario-based learning and progress tracking
- Personalize your experience based on your activity and development patterns
- Analyze usage trends to improve app performance and content quality
- Maintain the security of your account and prevent unauthorized access or misuse
- Communicate with you about your account or changes to this policy

We do not use your data for advertising, profiling for third-party commercial purposes, or any purpose beyond what is described in this policy.

3. Data Storage and Security

Your data is stored securely using industry-standard third-party infrastructure. We implement the following protections:

- Data is encrypted in transit using TLS (Transport Layer Security)

- Access to user data is restricted to authorized personnel and service processes only
- We conduct periodic reviews of our data handling practices and vendor security standards

While we take reasonable and industry-standard steps to safeguard your information, no system is completely immune to security risks. We encourage you to use a strong, unique password and to notify us immediately if you suspect unauthorized access to your account.

4. Third-Party Services We Use

ELEV8COACH relies on the following trusted third-party providers to deliver core functionality. Each provider processes your data only as needed to perform their services:

- **Bubble:** Hosts the app, manages user accounts, and supports app workflows and data storage.
- **Pinecone:** Stores and retrieves searchable pattern data that supports the app's learning and personalization features.
- **OpenAI / ChatGPT:** Powers AI-assisted scenario responses, pattern recognition, and leadership coaching features. Your scenario inputs may be processed by OpenAI's systems to generate personalized feedback. We have a data processing agreement with OpenAI and do not permit your data to be used for AI model training by default.

Each of these providers maintains their own privacy policies, which govern their independent data practices. We encourage you to review them if you have specific concerns.

4b. User-Generated Content and Sensitive Information: ELEV8COACH is not designed to process sensitive personal information. You should not include in your scenario responses or any app input the personal data of third parties, including names, contact information, health or medical information, financial data, or any information that could identify a real individual. We are not responsible for data you voluntarily submit that includes third-party personal information, and we cannot guarantee the protection of such data once processed through our AI systems.

4c. How We Use Your Scenario Data

When you submit responses to leadership scenarios within the app, that data may be used in the following ways:

- **To personalize your experience:** Your responses are stored to track your development patterns and tailor coaching content to your individual needs over time.
- **To improve our AI coaching model:** With your consent, anonymized or aggregated scenario responses may be used to train and improve ELEV8COACH's proprietary AI systems. You will be asked to provide explicit consent for this use at onboarding, and you may opt out at any time in the app's Settings.
- **To generate your coaching feedback:** Your inputs are processed through OpenAI's systems solely to produce your in-app responses. This is inference only — your data is not used to train OpenAI's models.

Please note: Do not include the personal information of others — such as names, contact details, health data, or financial information — in your scenario responses. ELEV8COACH is not designed to process third-party personal data, and we cannot guarantee its protection once submitted through the app.

5. Data Sharing

We do not sell, rent, or trade your personal data. We may share your information only in the following limited circumstances:

- With the third-party service providers listed in Section 4, solely as required to operate the app
- When required by applicable law, regulation, or valid legal process (e.g., a court order or subpoena)
- To protect the rights, safety, or property of ELEV8WORX LLC, its users, or the public

6. Your Rights and Choices

Depending on your location, you may have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you
- **Correction:** Request that we correct inaccurate or incomplete information
- **Deletion:** Request the deletion of your account and associated data (see Section 7)
- **Portability:** Request a structured, machine-readable export of your data where technically feasible
- **Objection:** Object to certain types of data processing, including profiling

If you are located in California, you may have additional rights under the California Consumer Privacy Act (CCPA). If you are located in the European Union or United Kingdom, you may have additional rights under the General Data Protection Regulation (GDPR) or UK GDPR.

To exercise any of these rights, please contact us using the information in Section 10.

7. Account Deletion and Data Retention

You may delete your ELEV8COACH account at any time by tapping the “Delete My Account” option within the app settings. Upon deletion:

- Your profile, login credentials, saved progress, scenario responses, and activity data will be permanently removed
- Deletion is irreversible and cannot be undone
- Account deletion will be processed within 30 days of your request

A limited amount of residual data may be retained for up to 90 days after deletion for legal compliance, fraud prevention, or security purposes. Following that period, all retained data is securely and permanently deleted.


8. Children’s Privacy

ELEV8COACH is designed for adult users and is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected information from a child under 13, we will take prompt steps to delete that information. If you believe a child has provided us with personal data, please contact us immediately.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or product features. When we make material changes, we will notify you via in-app notification or email, and update the effective date at the top of this policy. Your continued use of ELEV8COACH after any changes constitutes your acceptance of the updated policy.

10. Contact Us



If you have questions, concerns, or requests related to this Privacy Policy or your personal data, please contact us at:

ELEV8COACH Privacy Team

Email: info@elev8worx.com