

## Privacy Policy

### Collection of Information

Supernatural Coaching does not require that you give your personal information to enjoy the website. However, we may ask for your

- name,
- email address,
- gender,
- disclosure of medical history,
- location and/or birth information

in order to sign you up for the services offered or to send you our products.

We know your information is sensitive and every effort is made to only gather as much information as needed to provide our services. In order to make payments as seamless as possible, we accept credit card payments through our Site. We use a third party processor to collect credit card numbers and process all transactions.

We may use various technologies to collect information from you, including cookies. Most web browsers are set to accept cookies and web storage by default. If you prefer, you can usually choose to set your browser to remove or reject cookies and web storage. Please note that if you choose to remove or reject cookies or web storage, this could affect the availability and functionality of our services.

Supernatural Coaching may use social networking services such as Facebook, Linked In and Instagram to communicate with the public about its activities. Supernatural Coaching may collect your personal information when you communicate with us by using these social networking services, and the social networking services will also handle your personal information for their own activities. These social networking sites have their own privacy policies.

Supernatural Coaching uses both internally built survey software and third-party vendors for the collection, aggregation and analysis of some survey data. The information you provide is stored in a secure data warehouse in Australia and is accessed by Supernatural Coaching in accordance with a third-party vendor's privacy policy.

### Use of Information

We may use the information you provide us for purposes such as:

- Sending you our free product offerings;
- Responding to your questions;
- Sending you emails related to Supernatural Coaching or information we think may be of interest to;
- Providing you with coaching, products and services;

- Providing you with content relating to our coaching, products and services;
- Supporting the website and the services offered on or through the website;
- Delivering the services you request and processing transactions and billing;
- Contacting you for feedback about our services;
- Notifying you of technical updates or changes in our policy;
- Providing you customer service support; or
- For any other purpose for which the information was collected.

Regarding the Use of the Site by Children. The Site is not directed to individuals under the age of sixteen (16), we do not knowingly collect information from children under 16. If you are a parent or legal guardian and think your child under 16 has given us information, you can email us. You can also write to us at the address listed at the end of this policy.

- Jurisdictional Issues and Governing Law. Information we maintain is stored within Australia. This site is subject to Australian laws, which may not afford the same level of protection as those in your country. By using the Site and submitting any information, you consent to the transfer and storage of information to Australia and other countries which may provide a different level of data security than in your country of residence.
- If you have questions or complaints about this Privacy Policy, if Supernatural Coaching does not agree to provide you with access to your personal information; or if you have a complaint about our information handling practices, you can contact us on the details below.
- In particular, if you wish to make a complaint about how we have handled your personal information, you should forward a written complaint to us.
- We will respond in writing within 30 days of receipt of a complaint. If you are not satisfied with our decision, you can contact us to discuss your concerns.
- If you have any questions, comments, or concerns about this Privacy Policy, please contact us at: By email: [hello@supernaturalcoaching.com.au](mailto:hello@supernaturalcoaching.com.au)

### **Medical Disclaimer**

- Healy is designed to harmonize your Bioenergetic Field and enhance recovery, vitality, and wellbeing, not to cure, treat, mitigate, diagnose or prevent disease. The information on these pages is for reference and educational purposes only. It should not be treated as a substitute for professional medical advice, diagnosis, or treatment. You should always seek such advice from a qualified medical professional.

- The program is not intended to diagnose, treat, cure, or prevent any disease, or be used as the basis for treating a particular symptom or disease, or to replace any prescribed treatment that you are currently undergoing. We make no medical claims whatsoever.
- Information given is not intended to be used for medical purposes, diagnostically, therapeutically, or otherwise. Neither is it intended to replace a one-on-one relationship with a qualified health care professional and is not intended as medical advice.
- It is intended as a sharing of knowledge and information from the extensive research and practical experience of those mentioned above.
- We encourage you to make your own health care decisions based upon your own research and in partnership with a qualified health care professional.
- If you have a serious health condition, you should always first consult a qualified medical practitioner.

Disclaimer: While scientific research underlies Healy technology, its connection to health and wellness has not been extensively explored or demonstrated. The Healy is not intended to cure, treat, mitigate, diagnose or prevent disease, but rather to support energetic balance and enhance recovery, vitality and wellbeing.

Disclaimer: Healy is a quality product (FDA cleared class 2 medical device) developed in cooperation with doctors and practitioners and produced in Germany. It goes without saying that it meets or exceeds all the necessary quality and safety regulations. Healy is a medical device for the treatment of pain in chronic pain, fibromyalgia, skeletal pain and migraine. Healy is also used for the supportive treatment of mental illnesses such as depression, anxiety and related sleep disorders. All other applications of Healy are not recognized by conventional medicine due to lack of evidence in the sense of conventional medicine.

Notice: Information on this website is for educational purposes only and is not intended to replace recommendations of a qualified healthcare professional. Frequency Wellbeing does not diagnose, treat or cure any disease.

### **Terms & Conditions**

All coaching services and communication, email or otherwise, delivered by Supernatural Coaching, (your "Coach"), as well as information set forth on this website ([supernaturalcoaching.com.au](http://supernaturalcoaching.com.au)) are intended to help you identify the areas in your life and in your thinking that may be standing in your way. However, coaching is not professional mental health care or medical care. If you feel psychologically stressed to the point that it is interfering with your ability to function, please have the courage to seek the help you need in the form of a psychologist. Coaching may augment your therapy, but the work of coaching is meant to be done when major emotional and psychological wounds are already healing or healed.

In that spirit, by purchasing coaching services from Supernatural Coaching, you confirm that you have read and agree to each statement and that you wish to proceed:

I understand that the coaching services or any of the modalities used by my Coach such as Healy Aura Scanning Technology, Bioresonance or Human Design I will be receiving are not offered as a substitute for professional mental health care or medical care and are not intended to diagnose, treat, or cure any mental health or medical conditions. I also understand that my Coach is not acting as a mental health counsellor or a medical professional.

I understand that my Coach is not promising outcomes and I understand and agree that I am fully responsible for my own well-being during my coaching sessions, and subsequently, including my choices and decisions.

I understand that all comments and ideas offered by my Coach are solely for the purpose of aiding me in achieving my defined goals. I have the ability to give my informed consent, and hereby give such consent to my coach to assist me in achieving such goals.

I understand that my Coach will protect my information as confidential unless I state otherwise in writing. If I report child, elder abuse or neglect or threaten to harm myself or someone else, I understand that necessary actions will be taken, and my confidentiality agreement is limited in this capacity. Furthermore, if my Coach is ordered by a court to provide information or to testify, she will do so to the extent the law requires.

I understand that the use of technology is not always secure, and I accept the risks of confidentiality in the use of email, text, phone, Skype and other technology.

I hereby release, waive, acquit, and forever discharge my Coach, any agents, successors, assigns, personal representatives, executors, heirs and employees from every claim, suit action, demand or right to compensation for damages I may claim to have or that I may have arising out of acts or omissions by myself or by my Coach as a result of the advice given by my Coach or otherwise resulting from the coaching relationship contemplated by this agreement. I further declare and represent that no promise, inducement, or agreement not expressed in this agreement has been made to me to sign this agreement. This agreement shall bind my heirs, executors, personal representatives, successors, assigns, and agents.

Supernatural Coaching offers frequency therapy advice and services using the Healy frequency device and its applications.

While scientific research underlies Healy technology, its connection to health and wellness has not been extensively explored or demonstrated. The Healy is not intended to cure, treat, mitigate, diagnose or prevent disease, but rather to support energetic balance and enhance recovery, vitality and wellbeing.

We use the Healy frequency device which contains a quantum sensor to access your information field to determine your current state and provide a report on areas of in

balance. The Healy will recommend programs required for you based on the analysis undertaken. We also use the Healy device to deliver recommended programs into your information field to support your energetic balance, vitality and overall wellbeing.

To undertake the analysis some personal information is required to enable the Healy to access your personal information field. Data required to be collected to perform the analysis is: First Name, Last Name, a headshot photo (similar to passport), your date of birth, city/country you were born.

We also collect contact details (email address and phone number).

All client data is kept strictly confidential. If at any time you no longer to be/remain a client of Supernatural Coaching you can notify us and we will delete all your information from our records and confirm this in writing.

The information, techniques, methods used or recommendations made by Supernatural Coaching are not intended to be a substitute for the diagnosis and care by a qualified physician / GP, nor to encourage the treatment of illness by persons not recognisably qualified. The client assumes all risks from the use, non-use or misuse of this information and therapy at all times. If you use frequency rebalancing and are under medical care for ANY condition, do not make any adjustments to ANY prescribed medication without the approval of your doctor. If in any doubt you should seek your GPs advice.

For physical sessions the Healy App frequencies are delivered through the Healy microcurrent device often using the electrodes that came with the Healy. These are usually placed on each wrist. If you have one or more of the following conditions you are requested to disclose this condition prior to the commencement of the session:

- have a pacemaker or an implanted defibrillator, or have any metallic foreign objects in the area of application
- have an open wound or bleeding, a sensory disorder, or have had radiation therapy near the site of the electrodes
- have a fever, new scar tissue, a history of uncontrolled seizures or epilepsy
- are or may be pregnant

If the session is undertaken over zoom then the frequencies will not be delivered through electrodes, rather they are delivered by the quantum sensor directly into your information field.

Whilst uncommon, during the session mood changes can occur, such as a feeling of heaviness or lightness. In such cases, you should bring this to the attention of your coach who will continue the session for a few minutes until you feel normal again. If the disturbing symptoms persist even after a few minutes, you should again advise your consultant who will discontinue the session.

Within the framework of holistic health approaches, certain interactions (e.g., strengthening of the body's own mechanisms) are possible through frequency applications. If you are having a Supernatural Coaching consultation while taking medication, we recommend that you have the dose periodically checked by your doctor, especially if you are taking the following medications:

- Blood thinners
- Anti-diabetics
- Blood pressure lowering medication
- Hormones (especially thyroid hormones)
- Beta blockers

Note: Healy and its applications are only suitable for adults over the age of 18. Insufficient data is available for use by minors.

For the purposes of undertaking a Consultation(s) either in person or over Zoom or Skye, I confirm the following:

- That you have provided your correct address and contact details
- That you will disclose any of the above conditions to you your coach should they be or may be present
- That you will ensure that the environment in which the consultation is undertaken shall be safe and free from distractions and will inform Supernatural Coaching if there is anyone else present or monitoring the session.
- That you will not record the session (either by sound or visual means) without prior permission from Supernatural Coaching
- That you understand that the Supernatural Coaching may terminate a consultation without warning if Supernatural Coaching should determine that the session has been booked for some purpose other than to receive frequency rebalancing, and that should this occur, the client will remain liable for any session fee that may have been paid in advance or remains due.
- That you provide a backup number of text arrangement in case of technology failure, and a third-party emergency contact number.

## CANCELLATIONS & REFUNDS

There is a 48 hour cancellation policy. There is flexibility up to 48 hours prior to your session, after that time it is non-refundable.

