

Dylocoaching Privacy Policy

Effective date: October 4, 2026

Dylocoaching is operated by Dylan Oyardo in British Columbia, Canada. This policy explains how we collect, use, protect and retain personal information when you visit our website, apply for coaching or use our services.

Privacy contact: Dylan Oyardo

Email: dylanoyardo@gmail.com

Information we collect

Depending on your interaction with us, we may collect:

- Your name, email address, phone number, age and scheduling information.
- Your coaching goals, training experience, equipment access and availability.
- Relevant health information you provide for coaching, including injuries or exercise limitations.
- Training logs, nutrition information, check-in responses, progress measurements, photographs and exercise videos you choose to submit.
- Messages, agreements, consent records and payment transaction information.
- Technical information collected through our website and service providers, such as device information, IP addresses and cookies.

Please provide only information relevant to your application or coaching.

How we use information

We use personal information to assess coaching suitability, respond to inquiries, schedule consultations, deliver and adjust coaching, communicate with clients, process payments and maintain necessary business records.

We do not sell personal information or send promotional email campaigns. You may still receive messages relating to your application, appointments, payments or coaching.

Service providers

We use services including Webador, Tally, Calendly, Google Calendar, Google Meet, WhatsApp, Trainerize and Stripe to operate the business.

Relevant information is shared with these providers as necessary for their functions. Stripe processes payment details; please do not send card details through forms, email or WhatsApp.

Providers may process or store information outside Canada, where it may be subject to local laws. Their privacy policies describe their own practices. Dylocoaching remains responsible for personal information under its control.

Calls, photographs and videos

We do not record or automatically transcribe consultation or coaching calls.

Photographs and exercise videos submitted for coaching are used to assess progress and provide feedback. We will obtain separate, explicit permission before publishing your name, testimonial, photographs or videos for promotional purposes. Promotional permission is optional and is not required to receive coaching.

You may withdraw promotional permission by contacting us. We will stop future use and remove material from channels we control where reasonably possible. We cannot guarantee removal of copies made by others.

Consent and younger clients

We obtain consent appropriate to the information and purpose, unless collection, use or disclosure is otherwise permitted or required by law.

Younger clients require separate approval and appropriate consent arrangements before coaching begins. Where necessary, we obtain consent from a parent or legal guardian and explain our practices to the young person in an understandable way.

Retention and deletion

We review former-client information approximately 30 days after coaching ends. Information no longer needed for its original purpose, or for legitimate legal or business purposes, is securely deleted or anonymized.

Some information must be retained longer:

- Information used to make a decision directly affecting an individual is retained for at least one year after that use where BC law requires it.
- Tax and accounting records are generally retained for six years after the end of the relevant tax year.
- Records needed for an unresolved complaint, dispute, insurance matter or other legal obligation are retained for as long as reasonably necessary.

Deletion from third-party systems and backups may follow their deletion procedures. We do not promise that every copy disappears immediately.

Security

We use reasonable administrative and technical safeguards appropriate to the sensitivity of the information, including access restrictions and account security measures. No online service can guarantee complete security.

Cookies and website technology

Our website and embedded services may use cookies or similar technology to operate, secure and deliver their features. Available cookie choices depend on the service and your browser settings.

Your choices and rights

You may contact us to request access to your information, correction of inaccurate information, withdrawal of consent or deletion where permitted by law.

We may verify your identity before responding. Some requests are subject to legal exceptions or retention requirements. If withdrawing consent would affect our ability to provide coaching, we will explain the consequences.

For questions or complaints, contact Dylan Oyardo at dylanoyardo@gmail.com. You may also contact the Office of the Information and Privacy Commissioner for British Columbia.

Policy changes

We may update this policy as our practices change. The effective date will identify the latest version. Where required, we will provide notice or obtain new consent before using information for a materially different purpose.