YOANNA TRENDAFILOVA

Energy Therapist · Personal Development

Geneva, Switzerland · www.yoanna.eu

LEGAL NOTICE & PRIVACY POLICY

PART I — LEGAL NOTICE

§ Website Publisher

Name: Yoanna Trendafilova

Activity: Energy therapist and personal development coaching

Status: Self-employed (AVS)

Address: Chemin de l'Adret 13, 1225 Chêne-Bourg, Switzerland

E-mail: info@yoanna.eu / yoanna.therapiste@gmail.com

Website: https://www.yoanna.eu

Publication Manager: Yoanna Trendafilova

§ Website Hosting

Host: superhosting

Website: www.superhosting.bg

§ Intellectual Property

All content on this website (texts, images, videos, graphics, logos, documents) is protected by intellectual property law. Any reproduction, distribution or use without prior written authorization is prohibited.

§ Nature of Services

The services offered are guidance in wellness, personal development and energy work. They do not constitute medical acts, diagnoses or medical treatments and do not replace professional medical or psychological care.

§ Liability

The website publisher cannot be held responsible for the use made of the information provided on the site or during sessions.

PART II — PRIVACY POLICY

§ Introduction

We attach great importance to the protection of your personal data. This policy explains how we collect, use and protect your data, in accordance with the Swiss Federal Act on Data Protection (FADP) and the European General Data Protection Regulation (GDPR).

Data Controller:

Name: Yoanna Trendafilova

Address: Chemin de l'Adret 13, 1225 Chêne-Bourg, Switzerland

E-mail: info@yoanna.eu

Website: https://www.yoanna.eu

§ Data Collected

We collect the following data:

- First and last name
- Email address
- Information submitted through contact or registration forms
- Browsing data (cookies, statistics)

§ Purposes of Processing

Data is used to:

- Respond to contact requests
- Manage bookings and services
- Send newsletters (if consent given)
- Improve the website and services
- Ensure administrative and commercial follow-up

§ Legal Bases

Data processing is based on:

- Your consent (newsletter, forms)
- Performance of a contract (purchase of sessions)
- A legal obligation (accounting)
- Legitimate interest (security and improvement of the site)

§ Newsletter

Subscribing to the newsletter is voluntary. You may unsubscribe at any time via the link in each email or by contacting us directly.

Emails are managed via Systeme.io.

§ Payments

Payments are processed via Stripe. We do not store any banking data. All payment information is securely processed by Stripe in accordance with their privacy policy.

§ Cookies and Tracking Tools

The website may use cookies to:

- Improve user experience
- Measure audience (statistics)
- Ensure the proper functioning of the site

Third-party tools such as Systeme.io and Stripe may also place cookies necessary for their operation.

§ Data Transfers

Your data may be processed by technical service providers:

- Stripe (paiements)
- Systeme.io (e-mails et automatisation marketing)
- Website host
- Analytics tools (if used)

Some service providers may be located outside Switzerland or the European Union, with appropriate data protection guarantees.

§ Data Retention

Data is retained:

- As long as the contractual relationship exists
- Until you request deletion
- Or as required by legal obligations (invoicing, accounting)

§ Your Rights

In accordance with the FADP and GDPR, you have the following rights:

- Access to your data
- Rectification
- Erasure
- Objection to processing
- Withdrawal of consent

To exercise your rights, contact us at: info@yoanna.eu

§ Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, destruction or disclosure.

§ Right to Lodge a Complaint

You may lodge a complaint with the Federal Data Protection and Information Commissioner (FDPIC) in Switzerland, or with the competent data protection authority in your country of residence within the European Union.

§ Policy Updates

This policy may be updated at any time to reflect legal or organizational changes. The most recent version is always available at www.yoanna.eu.