

Privacy Policy

lesleyworthington.ca

Last updated: May 2026

Important notice: This Privacy Policy was prepared by Lesley Worthington and does not constitute legal advice.

It represents a good-faith effort to communicate how personal information is collected and used on this website.

If you require legal advice specific to your situation, please consult a qualified lawyer in your jurisdiction.

Nothing in this Privacy Policy creates a solicitor-client or legal advisory relationship of any kind.

This Privacy Policy describes how Lesley Worthington (“we”, “us”, or “our”) collects, uses, and protects personal information when you interact with this website and related services, including:

- Visiting lesleyworthington.ca or any page that links to this policy
- Subscribing to email communications via Kit (formerly ConvertKit)
- Joining or participating in The Quality Network membership community on Heartbeat
- Engaging in coaching services — including 1:1 and group coaching delivered via Zoom
- Purchasing digital products or resources
- Engaging with us through LinkedIn or other social platforms that direct you to this site

If you have questions about this policy, please contact us at lesley@lesleyworthington.com.

Quick Summary

We collect your name and email address when you subscribe or register. We do not collect sensitive personal information. We do not sell your data to third parties. You can unsubscribe or request deletion of your data at any time. Read on for the full details.

1. Information We Collect

We collect personal information that you provide to us directly, including:

- Name and email address — when you subscribe to email communications, register for The Quality Network, or purchase a product or service
- Contact and communication content — if you email us directly, we receive the information you choose to share, including your name, email address, and message content
- Payment information — processed securely through third-party payment providers; we do not store your payment card details

We also collect certain information automatically when you visit this website:

- Log data — including IP address, browser type, pages visited, time and date of visit, and referring URLs. This is standard practice for all hosted websites and is used for analytics and site administration
- Cookies and similar technologies — used to store preferences, understand how visitors use the site, and support basic site functionality. See Section 5 for more details

We do not collect sensitive personal information (such as health data, racial or ethnic origin, political opinions, or financial account details beyond what is required to process a transaction).

All personal information you provide must be accurate and complete. Please notify us of any changes.

2. How We Use Your Information

We use the personal information we collect for the following purposes:

- To deliver our services — including coaching sessions, membership access, and digital products
- To communicate with you — including service-related messages, session reminders, and responses to your enquiries
- To send marketing and promotional emails — where you have provided consent; you can withdraw this consent at any time
- To manage your account — including authentication and account administration on Heartbeat
- To improve our services — by understanding how the website and offerings are used

- To prevent fraud and ensure security — in accordance with our legitimate business interests
- To comply with applicable legal obligations

We will not use your information for purposes materially different from those described here without first obtaining your consent.

3. Legal Basis for Processing

We process your personal information on the following legal grounds:

- Consent — where you have expressly signed up to receive communications or provided information voluntarily. You may withdraw consent at any time
- Contract — where processing is necessary to provide a service you have purchased or enrolled in
- Legal obligation — where processing is required to comply with applicable law
- Legitimate interests — for fraud prevention, site security, and service improvement, where those interests are not overridden by your rights

For subscribers located in Canada, we rely on express or implied consent as described under Canada's Anti-Spam Legislation (CASL) and PIPEDA. For subscribers in the EU or UK, we process personal data in accordance with the General Data Protection Regulation (GDPR) and UK GDPR where applicable.

4. Sharing Your Information

We do not sell, rent, or share your personal information with third parties for their own marketing purposes. We may share your information only in the following circumstances:

- Service providers — with third-party platforms that help us deliver our services, including Kit (email delivery), Heartbeat (membership community), and Zoom (coaching sessions). These providers process your data on our behalf under their own privacy policies
- Business transfers — in the event of a merger, acquisition, or sale of business assets, your information may be transferred as part of that transaction
- Legal requirements — where we are required to disclose information to comply with a legal obligation, court order, or governmental request

We have not disclosed, sold, or shared personal information with third parties for commercial purposes in the preceding twelve months, and we do not intend to do so.

5. Cookies and Tracking Technologies

This website uses cookies — small text files stored on your device — to support site functionality, remember your preferences, and understand how visitors use the site. We may also use web beacons and similar tracking technologies.

We may use Google Analytics to understand site traffic and usage patterns. Google Analytics collects anonymized data about your interactions with this site. You can opt out of Google Analytics tracking by installing the Google Analytics Opt-out Browser Add-on, available at tools.google.com/dlpage/gaoptout.

You can configure your browser to refuse cookies or alert you when cookies are being set. Note that some parts of this website may not function correctly without cookies.

We honour the Global Privacy Control (GPC) signal. If your browser is set to transmit a GPC signal, we will treat it as a valid opt-out from the sale or sharing of your personal information for targeted advertising purposes, where applicable under law.

6. Email Communications and Anti-Spam

By subscribing to email communications through this website, you are providing express consent to receive emails from Lesley Worthington, in accordance with Canada's Anti-Spam Legislation (CASL).

Email communications are managed through Kit (formerly ConvertKit). You may unsubscribe at any time using the unsubscribe link included in every email, or by contacting us directly at lesley@lesleyworthington.com. Withdrawing consent does not affect the lawfulness of emails sent before your request.

Unsubscribing from marketing emails does not remove you from service-related communications related to an active purchase or membership.

7. How Long We Keep Your Information

We retain your personal information only for as long as necessary to fulfil the purposes described in this policy, or as required by applicable law (including tax and accounting obligations).

For active subscribers and members, we retain your information for the duration of your relationship with us. When you cancel a membership or unsubscribe, your information is retained only as long as required for legal or fraud-prevention purposes, after which it is deleted or anonymized.

8. Children's Privacy

This website and its services are not directed at children under the age of 18. We do not knowingly collect personal information from anyone under 18. If we become aware that we have inadvertently collected information from a minor, we will take prompt steps to delete it. If you believe a minor has provided us with personal information, please contact us at lesley@lesleyworthington.com.

9. Your Privacy Rights

Depending on your location, you may have the following rights with respect to your personal information:

- Right to access — to request a copy of the personal information we hold about you
- Right to rectification — to request correction of inaccurate or incomplete information
- Right to erasure — to request deletion of your personal information, subject to legal retention requirements
- Right to restrict processing — to request that we limit how we use your information in certain circumstances
- Right to data portability — to receive your information in a structured, machine-readable format where technically feasible
- Right to object — to object to processing based on legitimate interests
- Right to withdraw consent — where processing is based on your consent, you may withdraw it at any time without affecting the lawfulness of prior processing

To exercise any of these rights, please email lesley@lesleyworthington.com. We will respond within the timeframe required by applicable law (typically 30 days). We may need to verify your identity before processing your request.

If you are located in the EU or UK and believe we are processing your personal information unlawfully, you have the right to lodge a complaint with your local data protection authority. In the UK, this is the Information Commissioner's Office (ICO) at ico.org.uk. In Switzerland, contact the Federal Data Protection and Information Commissioner at edoeb.admin.ch.

For California residents: under the California Consumer Privacy Act (CCPA) and the "Shine The Light" law, you have additional rights to know what personal information is collected about you, to request deletion, and to opt out of sale. We do not sell personal information. To make a request, please email lesley@lesleyworthington.com.

10. Do-Not-Track Signals

Most web browsers include a Do-Not-Track (DNT) feature that signals your preference not to be tracked across websites. There is currently no universal technical standard for recognising DNT signals, and we do not currently respond to them. However, we do honour the Global Privacy Control (GPC) signal as described in Section 5.

11. Third-Party Links and Platforms

This website contains links to third-party platforms, including Kit, Heartbeat, LinkedIn, Substack, SamCart, and Zoom. These links are provided for convenience only. We are not responsible for the privacy practices of those platforms and encourage you to review their privacy policies independently.

12. Data Security

We take reasonable and appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security. If you believe your information has been compromised, please contact us immediately at lesley@lesleyworthington.com.

13. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. Updates will be posted on this page with a revised “Last updated” date. We encourage you to review this policy periodically. Continued use of this website after any changes constitutes acceptance of the updated policy.

14. Contact

If you have questions, concerns, or requests relating to this Privacy Policy or your personal information, please contact:

Lesley Worthington

lesley@lesleyworthington.com

Toronto, Ontario, Canada

lesleyworthington.ca