Privacy Policy

Last updated: 12 October 2026

1. Who is responsible for your data

Olga Avdeeva, trading as Lekantem (a sole proprietorship registered in the Netherlands), is the data controller for the personal data described in this policy.

Registered business name: Lekantem

Chamber of Commerce (KVK) number: 42182161

Business correspondence address: De Nieuwe Erven 3, Unit 15310, 5431 NV Cuijk, Netherlands

Privacy contact: lekantem.mail@gmail.com

Website: lekantem.com

Lekantem provides coaching and consulting services.

2. Scope and categories of personal data

This policy covers website visits, enquiries, bookings, coaching and consulting engagements, and business administration. Depending on the interaction, Lekantem may process:

• Enquiries: full name, email address, message and related correspondence.

• Bookings and online meetings: full name, email address, selected date and time, booking details, and meeting metadata.

• Client administration: full name, contact details, service dates, session counts, contractual arrangements and administrative status.

• Coaching notes and client files: handwritten paper records; administrative notes without sensitive information may also be maintained in Notion.

• Billing: full name and billing address; company name and VAT number where relevant; invoice number, date, service description, amount, applicable tax, payment status, transaction reference and other records required for accounting.

• Session recordings (where agreed): voice, image and information shared during the session.

• Technical website data: limited device, connection or log information where processed by website infrastructure or embedded services.

3. Purposes and legal bases

Lekantem uses personal data to:

• Respond to enquiries and arrange calls/meeting — steps requested before entering into a contract (GDPR Article 6(1)(b)); where appropriate, legitimate interests in managing correspondence (Article 6(1)(f)).

• Provide and administer agreed coaching or consulting services — performance of a contract (Article 6(1)(b)).

• Issue invoices, keep tax records and comply with statutory duties — legal obligation (Article 6(1)(c)), and contractual necessity where applicable.

• Protect systems, prevent misuse and manage justified legal claims — legitimate interests (Article 6(1)(f)), subject to balancing against individuals' rights.

Lekantem does not automatically add people who enquire to a marketing mailing list.

4. Sensitive information and confidentiality

Coaching may involve sensitive personal matters. Visitors are asked not to submit medical or other sensitive personal information through the website contact form. Such matters can, if relevant, be discussed privately during a conversation.

Information concerning health or other special categories of data is processed only when an applicable GDPR Article 9 condition is met, alongside an Article 6 legal basis. Lekantem aims to avoid or at least minimize the recording of such information.

Coaching information is treated confidentially and is not shared with an employer, sponsor or other third party, except as set out in the individual coaching agreement or where required by law.

5. How information is stored

Client administration is kept in access-restricted local Excel files or in Notion. Paper coaching notes and client files are kept separately and securely. Contracts, invoices and consent documents are stored in protected local folders with secure backups.

Sensitive coaching notes are not entered into digital client-register systems.

Electronic correspondence, submitted forms and appointment records are also processed through the providers listed in Section 6.

6. External services and recipients

Lekantem uses the following third-party services:

• Lovable and its hosting/infrastructure providers — website publication and technical operation.

• Tally — website contact form and enquiries.

• Google (Gmail, Google Calendar, Google Meet, Google Drive, Docs and Sheets) and YouTube — email, online booking, video meetings, documents and videos embedded on the website.

• Notion — client register and non-sensitive administrative notes.

• WhatsApp and other messaging services — communications, where chosen by the client.

• PayPal and payment providers supporting iDEAL — payments.

Data may also be disclosed where required by law or to professional advisers (such as an accountant) where necessary. Lekantem does not sell personal data. Some providers act as processors on Lekantem's behalf; others (for example Google and WhatsApp) act as independent controllers and process data under their own privacy policies.

7. International transfers

Some providers may process data or allow access outside the European Economic Area. Where a transfer subject to GDPR Chapter V occurs, Lekantem will rely on an applicable adequacy decision or other lawful safeguards, such as Standard Contractual Clauses, where appropriate.

8. Retention and deletion

• Enquiries submitted through the Tally contact form: up to 13 months, unless needed for an active engagement or a legal obligation.

• Client administrative records, paper client files, handwritten working notes and non-sensitive administrative notes in Notion: up to 24 months after the end of cooperation.

• Session recordings, if made: up to 13 months after the end of cooperation.

• Financial and accounting records, including contracts and invoices: seven years, as required by Dutch tax law.

• Email and messaging correspondence: kept only as long as needed for the engagement or another legitimate purpose, and reviewed periodically.

9. Data security

Lekantem uses reasonable technical and organisational safeguards appropriate to the sensitivity and volume of information, including access restrictions, device protection, secure storage of paper records, and protected offline backups where used. No method of storage or transmission can be guaranteed completely risk-free. Personal data is accessible only to persons who need it for a legitimate purpose.

10. Cookies and embedded content

The website uses technical storage necessary for its operation.

The website may include embedded content from third-party services, including Google Calendar, Tally and YouTube. When visitors interact with this content, these providers may collect technical information, process personal data and use cookies in accordance with their own privacy policies.

Where available, YouTube videos are embedded using privacy-enhanced mode to limit data collection.

11. Your GDPR rights

Subject to the conditions of GDPR, you may request access to your personal data, rectification, erasure, restriction or portability, and may object to certain processing. Where processing is based on consent, you may withdraw it at any time. Requests can be sent to lekantem.mail@gmail.com. Lekantem will respond within one month, subject to lawful extensions.

Individuals may complain to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or another competent supervisory authority.

12. Required information and choices

Providing contact details is necessary if you want a reply or appointment. Certain billing information is necessary to enter into or administer a paid engagement and comply with tax rules. Lekantem does not use solely automated decisions that produce legal or similarly significant effects.

13. Updates and contact

This policy may be updated when services, providers, practices or legal requirements change. The current version will be published on lekantem.com with its effective date. For privacy questions, contact lekantem.mail@gmail.com