



Clear terms for how Teo handles your training, health, and connected-service data.

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General contact:
hello@teocoaching.ca

This policy applies to the Teo mobile app, connected service integrations, and this website. It reflects the current product and integration roadmap as of April 3, 2026.

1. Introduction

Welcome to Teo ("we," "our," or "us"). We are committed to protecting your privacy and safeguarding your personal health and fitness information when you use the Teo mobile app, our website, and any connected services you choose to authorize.

By using Teo, you consent to the data practices described in this policy. If you do not agree with this Privacy Policy, please do not use the app or website.

2. Information We Collect

We collect information needed to deliver a personalized AI coaching experience, operate the product, and support authorized integrations.

Personal Information: Identity data such as your name, email address, date of birth, profile photo, height, weight, gender, and age when required to personalize coaching and training-load calculations.

Health and Fitness Data: Workouts, sport type, distances, durations, elevation, heart rate, resting heart rate, HRV, power, speed, cadence, GPS traces, and sleep or recovery metrics when synced.

Device and Technical Data: Device model, operating system version, identifiers, IP address, feature usage, and crash or reliability data needed to operate and improve the product.

3. How We Use Your Information

We use your data solely to provide and improve Teo's coaching features and connected-service workflows. We do not sell your personal data or health data.

Plan Generation: Training history, biometrics, and goals are processed to generate personalized schedules and structured workouts.

Adaptive Coaching: Completed workouts and recovery signals are used to adjust future training load, intensity, and recommendations.

Coach Chat: Recent workout context and profile information help Teo answer questions and provide coaching guidance that is relevant to you.

Integration Sync: Authorized provider connections are used to publish planned workouts, import completed activity data, and reconcile planned versus completed training.

4. Third-Party Integrations and Data Sharing

We share information only with trusted processors, providers you choose to connect, or when required by law. The cards below describe the current Teo service providers and the planned direct or conditional integrations that matter for product and privacy review.

Direct integrations will roll out incrementally as Teo moves beyond brokered delivery flows.

Supabase (Active service provider): Supabase provides secure cloud database hosting, authentication, and core data storage for Teo account, workout, and sync records.

Google Gemini (Active service provider): Google Gemini powers plan-generation and coaching content. Data sent for these features is minimized and anonymized where possible and handled subject to Google's enterprise privacy commitments.

Intervals.icu (Planned / rolling out): If you connect Intervals.icu, Teo may publish planned workouts to your Intervals calendar and, in later phases, read limited Intervals-native calendar or activity data to reconcile planned versus completed training. Intervals.icu is intended as a near-term workout-delivery broker while cleaner direct provider integrations continue to roll out.

Strava API (Planned direct integration): Strava is planned as a direct completed-activity ingest path and webhook-driven sync source. Data obtained from Strava is used to analyze your fitness progress inside Teo and is not used to train global AI models.

Garmin Connect (Planned direct integration): Garmin is the long-term direct workout-delivery and activity-sync path. If approved and enabled, Teo will follow Garmin's restrictions on caching, permissions, and retention.

Apple HealthKit and Google Health Connect (Planned / conditional): When enabled, we request only the data types necessary for training analysis, such as workouts, heart rate, and sleep. This data is never used for advertising, marketing, or generalized use-based data mining.

MyWhoosh (Planned beta integration): MyWhoosh is a planned direct bike-workout delivery path for supported athletes. It will be enabled only when the integration is stable enough to support reliable upload and scheduling.

If you authorize Intervals.icu or future provider integrations, Teo will use only the scopes and data needed for the enabled feature. If you also connect downstream services inside another platform, those services remain governed by that platform's own permissions and privacy policies unless you separately authorize a direct Teo integration with that provider.

5. Data Security

We implement technical and organizational safeguards designed to protect your data and limit access to what is necessary to operate the service.

Encryption: Data is encrypted in transit with TLS and protected at rest within our database and infrastructure.

Row Level Security: Database policies are designed so users can access only their own records unless a privileged service path is required.

Access Control: Internal access is restricted to authorized personnel and validated service-provider workflows.

6. Your Rights

Regardless of your location, Teo aims to support access, deletion, portability, and correction rights consistent with applicable privacy laws, including GDPR and CCPA concepts.

Right to Access: You can request a copy of the personal data we hold about you.

Right to Deletion: You can request deletion of your account and associated Teo data, including through the Delete Account flow in the app when available.

Right to Portability: You can request export of your workout history and related account data in standard formats where available.

Right to Rectification: You can correct inaccurate profile information and ask us to fix data that is incomplete or inaccurate.

You can also revoke optional provider access by disconnecting integrations where available and by updating permissions with the relevant provider.

7. Data Retention and Deletion

We retain your personal and health data only while your account remains active or as otherwise needed to provide the service.

When you delete your account or submit a validated deletion request, your account and associated Teo data are permanently deleted from our servers within 30 days.

Encrypted backups may retain data for up to 90 days before they are overwritten.

If Teo sends data to a provider you authorize, such as Intervals.icu or future direct integrations, that provider's own retention and deletion practices may also apply to the copy stored on its systems.

8. Children's Privacy

Teo is not intended for children under 13. We do not knowingly collect personal information from children under 13, and if we become aware that we have collected such information, we will take steps to delete it promptly.

9. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated version on this page and revise the Last Updated date shown above.

10. Contact Us

If you have questions about this Privacy Policy, contact us using the address below. Product rights and deletion flows should be implemented in the app and backend where applicable.

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