THE CHANGE REPUBLIC

AI Coach Compliance Statement

Last updated: 29th August 2025

1. Purpose and Scope

The Change Republic GmbH ("we", "our") offers an AI-powered coaching tool, CoachTünde.ai, hosted on Chatbase. This statement explains how the AI coach complies with the International Coaching Federation (ICF) Artificial Intelligence Coaching Standards (V1.01-2024). It complements our Privacy Policy (updated 29 August 2025) and Terms & Conditions. It applies only to the CoachTünde.ai service and not to human-delivered coaching or other services.

Our commitment:
- Embed ICF's coaching ethics and mindset into AI interactions.
- Be transparent with clients about AI capabilities, limits, and data use.
- Protect user safety, privacy, and autonomy.
- Maintain continuous improvement to meet and exceed the standards.

2. Summary of Compliance

An overview about the ICF Standard Areas, how we address it & status:

A.1 AI Ethics

We clearly disclose that users are interacting with an AI at the start of each session (A.1.1). The welcome flow and consent screen describe the AI's capabilities and limitations (A.1.2), emphasising that the system is not a therapist and cannot handle mental-health emergencies; crisis contacts are provided. A high-level description of the underlying generative AI is publicly available: CoachTünde.ai uses large-language-model technology (via Chatbase/OpenAI/Anthropic) to interpret user prompts and generate responses. The privacy policy explains how conversation data is stored, who can access it and where it is processed, meeting the basic data-transparency requirements (A.1.6). Users must actively consent to AI-coaching before a session begins (A.1.7), and they can opt for human coaching instead.
→ Met (Basic)

A.2 Coaching Mindset

Upon choosing coaching mode by the user, the system prompt embodies a coaching mindset: questions are open-ended, neutral and based on established coaching models (e.g., GROW). An advice mode is offered separately and cites credible sources.
→ Met (Basic)

B.3 Establishes & Maintains Agreements

Users must read and accept a consent form before starting. The consent screen describes the scope and benefits of CoachTünde.ai, clarifies that no human coach is listening, and links to our Privacy Policy and Terms of Use. No session proceeds without explicit user initiation.
→ Met (Basic)

B.4 Trust & Safety

Our Privacy Policy and Terms & Conditions describe ownership of content, design intent and data use. CoachTünde.ai reminds users it is not suitable for mental-health or medical emergencies and displays crisis-line contacts. Users can access all relevant information under https://thechangerepublic.info/legal-information/
→ Met (Basic)

B.5 Maintains Presence

The AI maintains a neutral tone and avoids excessive anthropomorphism, yet allows the user to revisit previous inputs within the same session.
→ Met (Basic)

C.6 Listens Actively
The AI adapts responses to users' prompts and summarises or clarifies when appropriate. It supports follow-up questions and invites reflection.
→ Met (Basic)

C.7 Evokes Awareness
Questions are open-ended to prompt insight; the AI uses metaphors and future-oriented prompts to deepen awareness. In advice mode it offers alternative perspectives and cites sources.
→ Met (Basic)

D.8 Facilitates Growth
CoachTünde.ai helps users clarify goals, explore options, consider consequences and design actions.
→ Met (Basic)

D.9 Reinforces Growth
The AI summarises key insights, encourages commitment to next steps and invites users to schedule follow-up sessions.
→ Met (Basic)

E.10 Reliability Measures
We conduct internal quality-assurance (QA) checks before releasing updates and encourage user feedback. We test reliability and bugs to ensure consistent performance and availability, aligning with F.12.3 requirements for system availability
→ Met (Basic)

E.11 Usability
CoachTünde.ai uses plain language and minimal onboarding. It is accessible via desktop and mobile devices. Our design follows web-accessibility best practices (contrast, headings, focus order) and we are working on screen-reader improvements.
→ Met (Basic)

F.12 Security & Privacy
Data security is based on the CIA triad (confidentiality, integrity, availability). Conversation data is encrypted in transit and at rest. Chatbase and its sub-processors (Pinecone, Anthropic, OpenAI, Supabase, Vanta) act as our data processors. They provide GDPR and SOC 2 Type II certified infrastructure and implement industry-standard safeguards such as log management, unique account authentication, restricted production access and periodic security assessments. Internally, only personnel who need access to deliver or improve the service can access conversation data. Data may be stored in the United States; we rely on Swiss Federal Council adequacy decisions and Standard Contractual Clauses to ensure equivalent protection. Conversation data is retained for up to 365 days for troubleshooting or legal defence. Users are informed of these practices via the privacy policy and can choose not to use the AI coach if they do not wish to share data.
→ Met (Basic)

F.13 Resilience & Accessibility

We disclose data-management practices in our Privacy Policy and consent form, satisfying F.13.1. Users provide explicit consent to data processing before engaging with the AI, meeting F.13.2. The service is available most of the time; failover strategies and Chatbase's cloud infrastructure support high availability. We follow web-accessibility guidelines and are working on enhanced support for screen readers, voice recognition and alternative input methods.

→ Met (Basic)

3. Gaps and Continuous Improvement

Although CoachTünde.ai meets all basic requirements of the ICF standards, we are pursuing the following improvements to move toward the advanced level:

- Bias mitigation: We are developing systematic bias-testing and quality-assurance processes to identify and mitigate algorithmic bias, as suggested by the ICF (A.1.5). Where appropriate, we will notify users of potential biases and provide sources.
- Algorithmic and action explainability: We plan to publish more detailed documentation explaining how generative AI models make recommendations (A.1.3–A.1.4).
- Enhanced reliability testing: We intend to expand user trials to include comparative studies with human coaching and to conduct more robust stress-testing for system availability.
- Accessibility: We are working to improve screen-reader support and alternative input methods, aiming for compliance with the Americans with Disabilities Act and WCAG standards.
- Advanced security measures: We are exploring end-to-end encryption, multi-factor authentication and other enhanced measures to align with advanced F.12 requirements.

4. Evidence and User Assurance

- Consent: Users must actively consent to AI coaching and data processing before starting. This consent process is interactive and provides links to our Privacy Policy and Terms & Conditions.
- Transparency: We disclose AI identity, purpose and limitations in the welcome message, consent screen and footer. Conversation data categories, processing purposes and data recipients are detailed in our Privacy Policy.
- Policies: Our Privacy Policy (updated 29 August 2025) and Terms & Conditions are publicly available and linked in every chat session. They include information about data categories, lawful bases, retention, recipients, cross-border transfers and security measures.
- Safety: The AI coach advises users to seek human or emergency support for mental-health issues. Crisis-line contacts are provided.

5. Commitment to Ethical AI Coaching

We commit to following the ICF Code of Ethics and AI Coaching Standards in designing, implementing and operating CoachTünde.ai. We review prompts, safeguards and user content regularly to ensure they remain aligned with coaching best practices and legal requirements. User feedback is encouraged, and we maintain channels for questions, concerns and suggestions.

6. Preparation and Methodology

This statement is based on an internal self-assessment carried out in August 2025. We reviewed the ICF AI Coaching Framework and Standards and mapped each relevant basic requirement to CoachTünde.ai's documented functionality, user interface, consent process, policies and safeguards. Evidence was verified against user-facing content, including the welcome message, consent form, Terms & Conditions and the updated Privacy Policy.

Scope and limitations
- This review applies only to The Change Republic's AI Coach hosted on Chatbase and not to other services such as human coaching, workshops, or training.
- The statement reflects compliance with Basic requirements of the ICF AI Coaching Standards and does not represent a formal ICF certification.

Ongoing assurance
- We actively monitor user feedback and technical performance to ensure continued alignment with the standards.
- This self-assessment will be reviewed at least annually, or sooner if the ICF standards or our AI Coach undergo significant changes.

Ethics and escalation
- Our AI Coach is designed in line with the ICF Core Competencies and Code of Ethics in addition to the AI Coaching Standards.

uestions about this statement may be directed to tl@thechangerepublic.info. The statement is subject to periodic review. We will update it when the ICF standards evolve or when significant changes occur in CoachTünde.ai's functionality, underlying technology, or data-management practices.

Zürich, 29th August 2025

Tünde Lukacs
Founder & CEO, The Change Republic Gmbh