

PRIVACY POLICY

How we collect, use, and protect your information

Effective Date: 09/01/2026

Ja-Waun Moore LLC ("we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect when you visit www.jawaunmoore.com & submit an inquiry form, schedule a consultation call, or work with us as a coaching, speaking, or training client, and how we use and protect that information.

1. Information We Collect

- **Information you give us:** name, email address, phone number, organization or school, and the answers you share in inquiry forms, intake questionnaires, and consultation or coaching conversations.
- **Payment information:** payments are handled by third-party payment processors. We do not store full card or bank account numbers.
- **Communication records:** emails, text messages, and scheduling details exchanged with us.
- **Website information:** basic technical data such as browser type, device, pages visited, and approximate location, collected through cookies and analytics tools.
- **Sensitive topics:** you may choose to share personal or sensitive information during consultation or coaching conversations. We collect only what you choose to share, and we handle it as described in Section 6.

2. How We Use Your Information

- To respond to your inquiry and schedule consultation calls;
- To provide, manage, and improve coaching, speaking, and training services;
- To send emails and text messages you have agreed to receive, including appointment reminders, service updates, and, if you opted in, program information and offers;
- To process payments and keep business and tax records;
- To understand how our website is used and improve it;
- To comply with legal obligations and protect our rights.

3. Email and Text Messaging

If you check the consent box on our forms, you agree to receive emails and text messages from us. Message frequency varies, and message and data rates may apply. You can unsubscribe from emails using the link in any email, and you can opt out of texts at any time by replying **STOP** (reply **HELP** for help). Consent to receive messages is not a condition of any purchase.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties.

4. How We Share Information

We do not sell your personal information. We share it only with:

- Service providers who help us run our business, such as scheduling, payment processing, email and text messaging, website hosting, analytics, cloud storage, and note-taking or transcription tools (see Section 7), and who may use your information only to provide services to us;
- Others when you give us written permission (for example, a signed Media Release or Testimonial Release);
- Authorities or other parties when required by law or court order, or when we reasonably believe disclosure is necessary to prevent serious harm to you or others.

5. Cookies and Analytics

Our website may use cookies and similar tools to remember preferences and measure traffic, using services such as Google Analytics. You can control cookies through your browser settings.

6. Confidentiality of Coaching Conversations

What you share in consultation and coaching conversations is kept confidential as described in our Confidentiality & Communication Policy and Coaching Services Agreement. Coaching is not therapy, counseling, or medical treatment, and the information you share is not protected by the legal privileges or privacy rules that apply to licensed healthcare providers (such as HIPAA).

7. AI Tools and Recordings

If we use AI-based note-taking or transcription tools, or record a session, we will tell you first and handle the resulting notes or recordings as described in our Confidentiality & Communication Policy. You may decline their use.

8. Data Retention and Security

We use reasonable administrative and technical safeguards to protect your information, but no method of storage or transmission is completely secure. We keep information only as long as needed for the purposes above or as the law requires, generally 3-5 years after our relationship ends and then securely delete it.

9. Your Choices and Rights

- Unsubscribe from emails or reply STOP to texts at any time;
- Ask us to access, correct, or delete the personal information we hold about you by contacting us below;
- Depending on where you live (for example, California), you may have additional rights, and we will honor valid requests as required by applicable law.

10. Children

Our website and services are intended for adults and students age 18 and older. We do not knowingly collect personal information from children under 13. If a parent or guardian believes a child has provided us information, please contact us and we will delete it. Services for participants under 18 are provided only with parent or guardian consent.

11. Third-Party Links

Our website may link to other sites or platforms (such as social media or scheduling tools). We are not responsible for their privacy practices.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted with a new effective date, and continued use of our website or services means you accept the update.

13. Contact Us

Questions or requests about this Privacy Policy: Ja-Waun Moore LLC, info@jawaunmoore.com, 531-283-4828