# PRIVACY POLICY

**Coach Paula Hollis | Hollis Mastermind Group LLC**

**Effective Date:** 01.01.26
**Last Updated:** 10.15.26

## 1. Introduction

Hollis Mastermind Group LLC, operating through Coach Paula Hollis ("we," "our," or "us"), respects your privacy and is committed to handling your personal information responsibly.

This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information when you visit our scheduling website, book coaching appointments, purchase coaching services, or communicate with us.

Our goal is to provide a professional, respectful, and transparent experience while supporting your personal growth and development.

## 2. Information We Collect

Depending on how you interact with our services, we may collect the following information:

**Personal and Contact Information**

- Name
- Email address
- Telephone number
- Other contact details you voluntarily provide

**Scheduling Information**

- Appointment type
- Preferred appointment date and time
- Booking, cancellation, and rescheduling history
- Information submitted through scheduling or intake forms

**Coaching-Related Information**

- Goals, interests, or areas of focus voluntarily shared
- Information provided before or during coaching sessions
- Coaching notes or follow-up information, where maintained

**Payment and Transaction Information**

- Services purchased
- Payment amounts and transaction dates
- Payment confirmation and refund records

Payments may be processed through third-party payment providers. We do not intentionally collect or retain complete payment card information outside the systems used by authorized payment processors.

**Website and Technical Information**

Depending on the technologies enabled on our website, certain technical information may be collected, including IP addresses, browser type, device information, website usage data, and cookie-related information.

# 3. How We Use Your Information

We may use personal information to:

- Schedule, confirm, manage, and deliver coaching appointments.
- Process payments, refunds, and related transactions.
- Communicate appointment details, reminders, and follow-up information.
- Respond to inquiries and provide client support.
- Maintain appropriate business and coaching records.
- Improve the functionality and effectiveness of our services.
- Protect our systems, clients, and business operations.
- Meet applicable legal, regulatory, accounting, or tax obligations.

We may also send information about additional services or offerings where you have consented or where otherwise permitted by applicable law.

You may opt out of promotional email communications using the unsubscribe mechanism provided or by contacting us directly.

Appointment confirmations, transaction notices, and other necessary service communications may continue even when promotional communications are declined.

# 4. Coaching Information and Confidentiality

Information shared in coaching is handled with professional discretion and in accordance with our Coaching Confidentiality Statement.

Coaching information is used primarily to support the coaching relationship, preparation, continuity, and appropriate client communication.

We do not intentionally publish identifiable coaching information, personal stories, or client testimonials without appropriate authorization.

Confidentiality is subject to applicable legal requirements and the limitations described in our Coaching Confidentiality Statement.

# 5. How We Share Information

We do not sell personal information to third parties in exchange for money.

We may share limited information when reasonably necessary with:

**Service Providers**

Third-party platforms that support scheduling, customer relationship management, payment processing, email and text communications, virtual meetings, website hosting, or other business operations.

**Professional Advisers**

Attorneys, accountants, or other professional advisers when reasonably necessary for legitimate business purposes and subject to appropriate confidentiality obligations.

**Legal Authorities**

Government agencies, courts, or other authorized parties when disclosure is required by applicable law or legal process.

**Business Protection and Safety**

Appropriate parties when reasonably necessary to protect legal rights, investigate misuse, or respond to serious safety concerns, consistent with applicable law.

We seek to limit disclosures to information reasonably necessary for the relevant purpose.

## 6. Scheduling, Payments, and Third-Party Platforms

Our scheduling and client management services may be supported by third-party technology providers, including GoHighLevel.

Payment processing, virtual meetings, and electronic communications may involve additional third-party services, including Stripe.

These providers may process personal information according to their own privacy policies and contractual arrangements.

We encourage clients to review the privacy information provided by relevant third-party platforms when using their services.

## 7. Cookies and Website Analytics

Our website and associated service providers may use cookies or similar technologies to support website functionality, maintain preferences, improve performance, and understand website activity.

The specific technologies used depend on the website features and integrations enabled.

Where required by applicable law, we will provide appropriate notices and choices regarding nonessential cookies or tracking technologies.

Browser settings may also allow visitors to manage certain cookies.

## 8. Information Security

We use reasonable administrative, technical, and organizational measures appropriate to our operations to help protect personal information against unauthorized access, disclosure, alteration, or loss.

However, no website, electronic communication system, or method of information storage can be guaranteed completely secure.

Clients are encouraged to use secure devices, protect account credentials, and avoid sharing sensitive information through unsecured channels.

## 9. Data Retention

We retain personal information for as long as reasonably necessary to provide services, maintain appropriate records, fulfill legitimate business purposes, resolve disputes, and comply with applicable legal obligations.

Retention periods may vary depending on the type of information, the nature of the coaching relationship, and applicable legal requirements.

When information is no longer required, we will take reasonable steps to delete, de-identify, or securely dispose of it, subject to applicable recordkeeping obligations.

## 10. Your Privacy Choices and Rights

Depending on your location and applicable law, you may have rights concerning your personal information, including the ability to:

- Request access to certain information we maintain about you.
- Request correction of inaccurate information.
- Request deletion of eligible personal information.
- Withdraw consent where processing depends on consent.
- Opt out of certain promotional communications.
- Exercise other privacy rights available under applicable law.

These rights may be subject to legal exceptions, identity verification, and applicable recordkeeping requirements.

To submit a privacy request, contact us using the information provided below.

We will review and respond to requests in accordance with applicable law.

## 11. Children's Privacy

Our individual coaching and scheduling services are intended for adults aged 18 and older unless a separate arrangement has been expressly established.

We do not knowingly collect personal information directly from children under 13 through our general scheduling services.

If we become aware that personal information has been collected from a child in circumstances requiring parental authorization, we will take appropriate steps consistent with applicable law.

## 12. External Websites and Links

Our website may contain links to external websites, learning platforms, payment services, or other third-party resources.

We are not responsible for the privacy practices or content of websites operated by unrelated third parties.

Visitors are encouraged to review the privacy policies of external websites before providing personal information.

## 13. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, technology, business practices, or legal obligations.

The effective date and last updated date at the beginning of this document will indicate when revisions take effect.

Material changes will be communicated when required by applicable law.

## 14. Related Practice Documents

This Privacy Policy should be read alongside:

**Terms of Coaching Practice** — Describes the conditions governing individual coaching appointments, including scheduling, payment, cancellations, and refunds.

**Coaching Confidentiality Statement** — Explains our professional commitment to protecting information shared during coaching and the limitations of confidentiality.

Together, these documents establish the foundation for a transparent and respectful coaching experience.

## 15. Contact Information

For questions about this Privacy Policy or requests concerning your personal information, contact:

**Coach Paula Hollis**
**Hollis Mastermind Group LLC**

**Email:** support@paulahollis.com
**Website:** https://paulahollis.com
**Scheduling:** https://schedule.paulahollis.com

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*Your privacy matters. Your trust matters. Your personal growth deserves an environment built on respect, discretion, and care.*