Privacy Policy

Jeri Cates, MSN
Jeri Cates Clarity Coach

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Introduction

Jeri Cates ("we," "us," or "our"), respects your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information when you visit JeriCates.com, use related landing pages and forms, register for workshops or programs, use our member or program area, purchase services, or otherwise communicate with us.

Information We Collect

Depending on how you interact with us, we may collect information you provide directly, including:

- Name, email address, telephone number, and other contact information.
- Workshop, program, coaching, hypnotherapy, or service registration information.
- Account information used to access a member or program area, such as a username and password or other login credentials.
- Communications you send to us, including email, text messages, form responses, and customer service inquiries.
- Payment and transaction information associated with purchases. Payments are processed through Stripe or another payment processor we may use. We do not intend to store complete payment card numbers ourselves.

Our website and service providers may also automatically collect certain technical or usage information, such as IP address, browser or device information, pages viewed, referring pages, dates and times of visits, and information collected through cookies or similar technologies.

How We Use Information

We may use personal information to:

- Register you for workshops, programs, services, or member access.
- Provide confirmations, access information, scheduling information, workshop reminders, program reminders, and other service related communications.
- Provide and administer coaching, hypnotherapy, educational programs, digital content, and other services you request.
- Process transactions and maintain business records.
- Respond to questions, requests, and customer service needs.
- Operate, maintain, secure, and improve our website, forms, member area, programs, and services.
- Send marketing or promotional communications when you have provided the applicable consent or when otherwise permitted by law.
- Comply with legal obligations and protect our rights, safety, property, users, and services.

Email and Text Messages

If you register for a workshop, program, appointment, or other service, we may use the contact information you provide to send communications related to that registration or service, such as confirmations, access details, scheduling notices, and reminders.

Marketing and promotional text messages will be sent only when you have provided the applicable consent. Consent to receive marketing text messages is not a condition of purchase. Message frequency may vary. Message and data rates may apply. You may opt out of marketing text messages by replying STOP and may request help by replying HELP. You may unsubscribe from marketing emails using the unsubscribe option provided in those messages.

Cookies and Website Analytics

Our website and the platforms that support it may use cookies and similar technologies to operate the site, remember preferences, understand how visitors use the site, improve performance, and support analytics or marketing functions. Your browser may allow you to limit or block cookies, although some site features may not function properly if cookies are disabled.

How We Share Information

We do not sell or rent personal information in the ordinary sense of those terms. We may share information with service providers that help us operate our business and deliver requested services, such as website and landing page providers, customer relationship management and communications providers, email or text messaging providers, video meeting platforms, payment processors such as Stripe, and other technology or professional service providers. These providers may process information on our behalf or under their own applicable privacy terms.

We may also disclose information when reasonably necessary to comply with law, legal process, or governmental requests; enforce agreements; protect rights, safety, or property; prevent fraud or abuse; or in connection with a merger, sale, transfer, or reorganization of all or part of the business.

Payment Information

When you make a purchase, payment information is processed by Stripe or another payment processor we may use. Payment processors maintain their own privacy and security practices. We may receive transaction details such as payment status, amount, date, and limited identifying information, but we do not intend to receive or store your complete payment card number.

Account and Member Area Information

Some programs or services may include access to a password protected member or program area. You are responsible for keeping your login credentials confidential and for notifying us if you believe your account has been accessed without authorization.

Data Security and Retention

We use reasonable administrative, technical, and organizational measures intended to protect personal information. No internet transmission or electronic storage system can be guaranteed to be completely secure. We retain information for as long as reasonably necessary for the purposes described in this

policy, to provide services, maintain appropriate business records, resolve disputes, and meet legal or contractual obligations.

Your Choices and Requests

You may contact us to request that we update or correct contact information we maintain about you, or to ask questions about our privacy practices. Depending on applicable law and the circumstances, you may have additional rights concerning personal information. We may need to verify your identity before completing certain requests.

Children

Our website, programs, and services are intended for adults age 18 and older. We do not knowingly solicit personal information from children under 18 through these services.

Third Party Links and Services

Our website or communications may link to third party websites or services. Their privacy practices are governed by their own policies, and we are not responsible for their content or privacy practices.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The current version will be posted with an updated effective date.

Contact Us

Questions about this Privacy Policy or our privacy practices may be directed to:

Jeri Cates
Jeri Cates Clarity Coach
Email: jeri@jericates.com
Phone: 530-364-7838