

The Rooted Enneagram

Terms and Conditions

Effective Date: May 20, 2026

Please read these Terms and Conditions carefully before using The Rooted Enneagram website, platform, or purchasing any products or services. By accessing or using our platform, you agree to be bound by these terms.

1. About The Rooted Enneagram

The Rooted Enneagram is a personal growth and professional development platform offering Enneagram-based resources, stress profile assessments, individual sessions, and physical and digital materials. The Rooted Enneagram is a DBA (doing business as) of A Little Harmony, LLC, founded by Susan Jones, a licensed children's therapist and Enneagram practitioner. The Rooted Enneagram serves adults seeking personal insight, stress pattern work, and identity exploration, as well as professionals completing prerequisite requirements for further A Little Harmony™ training and certification.

2. Acceptance of Terms

By purchasing, enrolling in, or accessing any Rooted Enneagram product, course, or service, you confirm that you are at least 18 years of age, have read and understood these Terms, and agree to be legally bound by them. If you are purchasing on behalf of an organization, you represent that you have authority to bind that organization.

3. Not a Therapy or Clinical Service

The Rooted Enneagram is a personal growth and educational platform. It is not a mental health treatment service and does not constitute therapy, counseling, clinical supervision, or medical advice. Participation in sessions, assessments, or courses does not establish a therapist-client relationship. If you are experiencing a mental health crisis, please contact a licensed mental health professional or emergency services.

4. Products and Services

The Rooted Enneagram offers the following:

- Enneagram and stress profile assessments with personalized results
- Digital resources including video content and downloadable materials
- Physical materials including workbooks and printed resources, shipped to the address you provide
- Individual sessions conducted online or by phone with Susan Jones
- Prerequisite programming for A Little Harmony™ certification candidates

All digital content is licensed for your personal, non-commercial use only. You may not reproduce, distribute, resell, or share login credentials or digital materials with others.

5. Payment and Pricing

All prices are listed in US dollars. Payment is processed securely through Stripe. By providing payment information, you authorize The Rooted Enneagram to charge the amount due for your selected purchase. Payment plans, where available, require successful completion of all installments to maintain access.

6. Refund Policy

Due to the nature of digital content and personalized sessions, all sales are final. Exceptions may be considered on a case-by-case basis for documented extenuating circumstances. Physical materials that arrive damaged or defective will be replaced at no charge. Please contact us within 14 days of receipt to report any issues.

7. Shipping and Physical Materials

Physical materials are shipped to the address provided at checkout. The Rooted Enneagram is not responsible for delays caused by shipping carriers, incorrect addresses provided by the purchaser, or customs processing for international orders. International customers are responsible for any applicable duties, taxes, or import fees.

8. Individual Sessions

Individual sessions are scheduled directly with Susan Jones and conducted online or by phone. Sessions must be used within 12 months of purchase. A minimum of 24 hours' notice is required to reschedule. Sessions forfeited due to no-show or insufficient notice may not be rescheduled.

9. Assessment Results

Enneagram and stress profile results are personal in nature and are shared in confidence. Results are used solely to support your individual growth work within The Rooted Enneagram program. They are never sold, shared with third parties for marketing purposes, or used outside the context of your participation. Assessment results are not diagnostic tools and should not be used as a substitute for professional mental health evaluation.

10. Intellectual Property

All content on The Rooted Enneagram platform — including frameworks, session materials, videos, workbooks, and written resources — is the intellectual property of A Little Harmony, LLC and protected by copyright law. Unauthorized use, reproduction, or distribution is strictly prohibited.

11. Limitation of Liability

To the fullest extent permitted by law, The Rooted Enneagram shall not be liable for any indirect, incidental, or consequential damages arising from your use of the platform or its materials. Our total liability shall not exceed the amount you paid for the specific product or service in question.

12. Governing Law

These Terms are governed by the laws of the State of Oregon, United States, without regard to conflict of law principles. The parties agree to attempt to resolve any dispute informally before pursuing formal legal action.

13. Changes to These Terms

The Rooted Enneagram reserves the right to update these Terms at any time. Continued use of the platform following notification of changes constitutes acceptance of the revised Terms.

14. Contact

For questions about these Terms, please contact us at:

The Rooted Enneagram, a DBA of A Little Harmony, LLC

Email: support@alittleharmony.com

Website: www.therootedenneagram.com

The Rooted Enneagram

Privacy Policy

Effective Date: May 20, 2026

The Rooted Enneagram is committed to protecting your privacy. This Privacy Policy explains what information we collect, how we use it, and your rights regarding your personal data. Because our work involves personal growth, stress patterns, and identity exploration, we take the handling of your information with particular care and seriousness.

1. Information We Collect

We may collect the following types of information:

- Personal identifiers: name, email address, phone number, and mailing address
- Payment information: processed securely through Stripe; we do not store full card numbers
- Personal background: life stage, context for seeking support, and areas of focus you choose to share
- Assessment data: your Enneagram type results and stress profile findings
- Session content: notes and reflections from individual sessions, shared with your knowledge
- Usage data: how you interact with our platform and resources
- Communications: messages and correspondence with our team

2. The Sensitive Nature of Your Data

We recognize that the information you share through The Rooted Enneagram — including your stress patterns, personal history, life transitions, and Enneagram results — is deeply personal. We treat this information with the highest level of care and discretion. Your data is never sold, shared for marketing purposes, or used in any way outside the direct support of your work within this platform.

3. How We Use Your Information

We use the information we collect to:

- Process purchases and deliver digital and physical products
- Schedule and conduct individual sessions
- Personalize your growth experience based on your assessment results and stated needs
- Communicate with you about your enrollment, orders, and program progress
- Fulfill prerequisite requirements for A Little Harmony™ certification candidates
- Improve our platform, content, and services
- Comply with legal obligations

4. Legal Basis for Processing (International Users)

For users located in the European Economic Area (EEA) or other regions with data protection laws, we process your personal data on the following legal bases:

- Contract performance: to fulfill the products and services you have purchased
- Legitimate interests: to improve our platform and communicate with you about your program
- Consent: where you have expressly agreed to specific uses of your data
- Legal obligation: where required by applicable law

5. Sharing of Information

We do not sell your personal information. We may share your information only in the following limited circumstances:

- Service providers: with Stripe for payment processing, and shipping carriers for physical product delivery
- Legal requirements: if required by law, court order, or government authority
- Safety: if we believe disclosure is necessary to protect the safety of you or others

All service providers are required to protect your information and may only use it for the specific purpose for which it was shared.

6. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes described in this policy, maintain your program records, and comply with legal obligations. Assessment and session data is retained for the duration of your program participation and for a reasonable period thereafter. You may request deletion of your data at any time, subject to legal retention requirements.

7. Your Rights

Depending on your location, you may have the following rights regarding your personal data:

- Access: request a copy of the personal information we hold about you
- Correction: request correction of inaccurate or incomplete information
- Deletion: request deletion of your personal data, subject to legal obligations
- Portability: receive your data in a portable format
- Objection: object to certain processing of your data
- Withdrawal of consent: where processing is based on consent, withdraw it at any time

To exercise any of these rights, please contact us at support@alittleharmony.com. We will respond within 30 days.

8. Cookies and Tracking

Our website may use cookies and similar tracking technologies to improve your experience, analyze site usage, and support platform functionality. You may adjust your browser settings to refuse cookies, though some features of the platform may not function properly as a result.

9. Security

We take reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. Payment information is processed through Stripe, which maintains PCI-DSS compliance. Given the sensitive nature of the personal growth information shared on this platform, we are especially committed to maintaining appropriate safeguards. However, no method of transmission over the internet is completely secure.

10. Children's Privacy

The Rooted Enneagram is intended for adults 18 years of age and older. We do not knowingly collect personal information from minors. If you believe a minor has provided us with personal information, please contact us immediately.

11. International Data Transfers

The Rooted Enneagram is based in the United States. If you are accessing our platform from outside the US, please be aware that your information may be transferred to and processed in the United States, where data protection laws may differ from those in your country. By using our platform, you consent to this transfer.

12. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting the updated policy on our website with a revised effective date. Continued use of the platform following notice of changes constitutes acceptance of the updated policy.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

The Rooted Enneagram, a DBA of A Little Harmony, LLC

Email: support@alittleharmony.com

Website: www.therootedenneagram.com

For users in the EEA, if you are not satisfied with our response, you have the right to lodge a complaint with your local data protection authority.