

Privacy Policy

Effective Date: September 10, 2026

Last Updated: September 10, 2026

Intertwined Journeys Coaching & Consulting (“Intertwined Journeys,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide when you visit our website, communicate with us, or use our coaching and consulting services.

This Privacy Policy explains what information we may collect, how we use and protect it, when we may share it, and the choices you may have regarding your information.

By using our website or voluntarily providing information to us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

We may collect information that you voluntarily provide to us, including:

- Your name
- Email address
- Telephone number
- Mailing or billing address
- Information submitted through contact forms
- Information submitted through consultation or coaching inquiry forms
- Information provided when scheduling an appointment
- Information you provide when purchasing or enrolling in a service
- Communications you send to us by email, text message, telephone, or other methods
- Information you voluntarily provide during coaching or consulting interactions
- Other information you choose to provide to us

We may also automatically collect certain information when you visit our website, such as:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Date and time of visits
- Referring website or source
- General website usage and interaction information

We may collect this information through cookies, analytics tools, pixels, and similar technologies.

2. How We Use Your Information

We may use information we collect to:

- Respond to inquiries and requests
- Schedule and manage consultations and appointments
- Provide coaching and consulting services
- Communicate with you about services you have requested
- Process payments and transactions
- Send appointment confirmations and reminders
- Send administrative communications
- Provide requested resources, downloads, newsletters, or other information
- Follow up with prospective clients
- Improve our website, services, and customer experience
- Understand how visitors use our website
- Develop and improve our marketing and educational content
- Maintain the security and functionality of our website and systems
- Comply with applicable legal obligations
- Prevent fraud, misuse, or unauthorized activity
- Carry out other purposes disclosed to you at the time information is collected or with your consent

We seek to collect and retain only information that is reasonably necessary for legitimate business purposes. Appropriate data minimization and security practices are important components of protecting personal information.

3. Coaching and Consulting Information

Intertwined Journeys provides coaching and consulting services. Information you voluntarily share with us in connection with these services may include personal, relational, professional, financial, or other information relevant to the service you have requested.

Please do not submit highly sensitive information through a general website contact form unless specifically requested through an appropriate secure process.

Coaching and consulting services are not therapy or mental health treatment. Information submitted through this website should not be considered a substitute for emergency services or professional medical or mental health care.

If you are seeking therapy services, please use the appropriate therapy practice website and communication channels.

4. Information Collected Through Forms

If you complete a form on our website, we may collect the information requested on that form.

This may include contact information, responses to questions, service interests, scheduling preferences, and other information you voluntarily provide.

We use this information to respond to your request, determine how we may assist you, provide requested services or resources, and communicate with you.

5. Text Messages and Phone Communications

If you provide your telephone number and consent to receive text messages from Intertwined Journeys, we may use your number to send communications related to your inquiry, appointments, services, reminders, or other communications for which you have provided appropriate consent.

Message and data rates may apply depending on your mobile carrier and plan.

You may opt out of certain text communications by replying **STOP** to a text message. You may also contact us using the information provided below to request assistance with communication preferences.

Opting out of certain marketing communications will not necessarily prevent us from sending important administrative or service-related communications.

6. Email Communications

If you provide your email address, we may use it to respond to your inquiry, provide requested information, communicate regarding appointments or services, and, where permitted, send marketing or educational communications.

You may unsubscribe from marketing emails by using the unsubscribe link included in those messages.

Even if you unsubscribe from marketing communications, we may continue sending necessary transactional or administrative communications related to services you have requested.

7. Cookies and Similar Technologies

Our website may use cookies and similar technologies to:

- Help the website function properly

- Remember preferences
- Understand website traffic and usage
- Analyze website performance
- Improve the user experience
- Measure marketing effectiveness

You may be able to control or disable cookies through your browser settings. Disabling cookies may affect certain website functionality.

Third-party services used on our website may also use cookies or similar technologies according to their own privacy policies.

8. Analytics and Marketing Technologies

We may use third-party analytics and marketing technologies to understand website traffic, evaluate the effectiveness of our marketing, and improve our services.

These technologies may collect information such as device information, IP address, pages viewed, interactions with the website, and other usage information.

Third-party providers operate according to their own privacy policies and terms. We encourage you to review the privacy policies of services you interact with.

9. GoHighLevel

Intertwined Journeys may use GoHighLevel and related technology to manage contacts, communications, forms, scheduling, marketing, customer relationships, and business operations.

Information you submit through our website or forms may be processed through these systems for purposes of providing and managing our services.

GoHighLevel and other service providers may process information on our behalf and may have their own privacy policies and terms governing their services.

10. Payment Information

If you purchase services from us, payment information may be collected and processed through third-party payment processors.

We generally do not need to store your complete credit card or debit card information ourselves.

Payment processors may collect and process payment information according to their own privacy policies and terms.

11. How We Share Information

We do not sell your personal information for money.

We may disclose personal information to trusted third-party service providers when reasonably necessary to operate our business and provide services to you.

These providers may assist with:

- Website hosting
- Customer relationship management
- Scheduling
- Email and text communications
- Payment processing
- Analytics
- Marketing
- Technology and software services
- Data storage
- Business administration

We may also disclose information when reasonably necessary to:

- Comply with applicable law
- Respond to valid legal processes
- Protect our rights, property, or safety
- Protect the rights, property, or safety of others
- Detect or prevent fraud, security issues, or misuse
- Enforce our agreements and policies
- Complete a business transaction such as a merger, acquisition, reorganization, or sale of assets

We do not authorize third parties to use your information for purposes unrelated to the services they provide to us except as otherwise disclosed or permitted by law.

12. Social Media and Third-Party Websites

Our website may contain links to social media platforms or other third-party websites.

If you click on a third-party link or interact with a third-party platform, your activity may be governed by that company's privacy policy rather than this Privacy Policy.

We are not responsible for the privacy practices, security, or content of third-party websites or services.

13. Data Security

We take reasonable administrative, technical, and organizational measures designed to protect personal information from unauthorized access, disclosure, alteration, or destruction.

However, no website, electronic transmission, or storage system can be guaranteed to be completely secure.

You should avoid sending highly sensitive information through unsecured email, social media direct messages, or general website contact forms.

14. Data Retention

We retain personal information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, provide services, maintain appropriate business and financial records, resolve disputes, enforce agreements, comply with legal obligations, and protect our legitimate business interests.

Retention periods may vary depending on the type of information and the purpose for which it was collected.

When information is no longer reasonably necessary, we may securely delete, destroy, anonymize, or otherwise dispose of it, subject to applicable legal and business requirements.

15. Children's Privacy

Our website and services are intended for adults and are not directed toward children under the age of 13.

We do not knowingly collect personal information online from children under 13.

If you believe that a child under 13 has provided personal information to us, please contact us so that we can take appropriate steps.

16. Your Privacy Choices

Depending on applicable law, you may have rights concerning your personal information, which may include the ability to:

- Request access to personal information we maintain about you
- Request correction of inaccurate information
- Request deletion of certain personal information
- Opt out of certain marketing communications

- Withdraw consent where processing is based on consent
- Request information about how your information is collected or used

To make a privacy-related request, contact us using the information below.

We may need to verify your identity before completing certain requests.

Some information may be retained when we are legally required or permitted to do so.

17. California Residents

If you are a California resident, California privacy laws may provide you with additional rights regarding your personal information.

Depending on whether and how those laws apply to Intertwined Journeys, you may have rights concerning access, correction, deletion, or certain disclosures involving your personal information.

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

We will review your request and respond in accordance with applicable law.

18. Texas Residents and Other State Privacy Laws

Privacy laws in various states may provide residents with specific rights concerning their personal information.

If a state privacy law applies to our business and your information, we will process applicable privacy requests in accordance with that law.

Because privacy-law applicability and requirements can depend on factors such as business size, revenue, data practices, and the number and type of consumers served, this Privacy Policy does not represent that every state privacy law applies to Intertwined Journeys.

If you have a privacy question or request, please contact us.

19. Do Not Track Signals

Some web browsers may transmit “Do Not Track” signals.

Because there is currently no universally accepted standard for responding to these signals, our website may not respond to all browser-based Do Not Track settings.

20. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, services, technology, legal requirements, or privacy practices.

When we make changes, we will update the “Last Updated” date at the top of this Privacy Policy.

We encourage you to periodically review this page for the most current information.

21. Contact Us

If you have questions about this Privacy Policy, want to make a privacy request, or have concerns about how your information is handled, please contact:

Intertwined Journeys Coaching & Consulting

Email: teana@intertwinedjourneys.com

Phone: 888-452-2496

Important: This Privacy Policy is intended as a general website privacy-policy template and is not legal advice. Your final policy should accurately reflect the specific technologies, forms, payment processors, analytics tools, advertising platforms, cookies, and communication systems actually used on your website. Consider having a qualified attorney review it before publication.