

# Rebecca Romo LLC Privacy Policy

*Applies to Sites, Content, Products, and Offerings provided by Rebecca Romo LLC*

Last Updated: November 11, 2025

**Please read this Privacy Policy carefully.** It governs how Rebecca Romo LLC, doing business as (“d/b/a”) COACH ROMO, A-Brain Academy, and/or Meaningful Life Cultivation (MLC), collects, uses, stores, and protects information obtained through [coachromo.com](https://coachromo.com) and any Site, Content, or Offerings owned and operated by the Company.

For a quick orientation, see Purpose, Important Highlights, and the “In plain terms” sections throughout to help explain how We handle Your data, safeguard Your privacy, and honor Your rights—but be aware that the full Privacy Policy remains the governing statement. (Note: All capitalized terms are defined in Section 1 (Definitions).)

## Purpose

We want You to feel safe and informed about how Your information is handled when You interact with Our Site, Content, and Offerings. This Privacy Policy explains what information We collect, how We use and protect it, and the choices and rights You have regarding Your personal data.

## Important Highlights

Before continuing, here are some important highlights about Our Privacy Policy:

- This Privacy Policy explains what Personal Information We collect through Our Site, Content, and Offerings—and how We use, store, and protect it.
- It clarifies Your privacy rights and the choices You have about how Your data is handled.
- By using or accessing the Site in any way, You voluntarily agree to this Privacy Policy. If You do not agree, please discontinue use of the Site.
- You must be at least 18 years old and able to consent to this Privacy Policy in order to use this Site.

## Privacy Policy

If You are under eighteen (18) or do not agree with this Privacy Policy, please discontinue use of the Site and its Content.

By continuing to use this Site, You confirm that You are at least eighteen (18) years old and have the legal capacity to consent to this Privacy Policy.

You understand that by accessing or interacting with Our Site, Content, or Offerings, certain information may be collected and used as described within this Policy.

**By proceeding on the Site, You hereby acknowledge and agree to the following:**

## 1. Definitions

- **“Company,” “We,” “I,” “Our,” or “Us”** means Rebecca Romo LLC, doing business as (“d/b/a”) COACH ROMO, A-Brain Academy, and/or Meaningful Life Cultivation (MLC). This includes any successors, affiliates, or assigns. The Company owns and operates the Site and any affiliated platforms.

- **“Rebecca Romo, Psy.D.,” “Dr. Romo,” “Dr. Rebecca Romo,” or “Doctor Romo”** means Rebecca Romo, the founder of Rebecca Romo LLC, who holds a Doctor of Psychology degree in Clinical Psychology and practiced as a licensed psychologist for over two decades. Dr. Romo retired her license in order to focus fully on coaching, education, and community-building services. This decision was voluntary and not related to any disciplinary or adverse action. Any reference to “Psy.D.,” “Dr.,” or “Doctor” refers solely to her doctoral degree and professional background, not a current license to practice psychology. All services and Offerings provided through the Company are strictly coaching, education, training, and community-building, and are not medical, psychological, diagnostic, or therapeutic treatment or healthcare.

- **“Content”** means any and all written, visual, video, audio, or other materials provided by the Company or made available through the Site or affiliated platforms, including but not limited to emails, blog posts, guides, slide decks, worksheets, templates, videos, graphics, courses, trainings, workshops, community prompts, and downloadable or streamed materials, whether Accessed freely or through Purchase, registration, or other forms of Access (each as defined in this Privacy Policy and/or in the Company’s [Terms & Conditions](#)).

- **“User-Generated Content”** means any Content, materials, information, comments, posts, messages, files, images, videos, audio submissions, downloadable materials, or other contributions created or shared by users on the Site or through any affiliated platforms or services, including but not limited to community spaces, discussion areas, group forums, live events, or other interactive features.

- **“Access,” “Accessed,” or “Accessing”** means any method by which You receive, enroll in, participate in, view, stream, download, register for, subscribe to, or otherwise obtain use of any Content or Offering, whether paid or free. This includes, but is not limited to, Accessing through Purchase, registration, or enrollment via the Site or affiliated platforms associated with the Company.

- **“Purchase” or “Purchasing”** refers to any paid transaction in which You exchange money for an Offering, including one-time payments, subscriptions, installment plans, or tiered pricing models. A Purchase is considered a form of Access.

- **“Offering”** means any and all Content, materials, experiences, services, or products provided by the Company through the Site or affiliated platforms. This includes, but is not limited to: digital courses; challenges; group or individual coaching; workshops; community memberships; live or recorded events; retreats or in-person gatherings; contributor-led sessions; physical products or merchandise such as apparel or mugs; templates, guides, eBooks, worksheets, workbooks, and interactive tools or self-assessments; social media Content; blog posts; newsletters; email communications; private audio Content such as podcasts or meditations; and community features such as prompts, discussions, or live chat. Offerings may be free or paid, and may be delivered digitally, physically, or in person. Offerings also include affiliate promotions, licensed materials used with permission, and Content contributed by users or guest presenters in community spaces hosted by the Company.

- **“Site”** means [coachromo.com](https://coachromo.com), and any additional websites, community platforms, mobile applications, digital spaces, or services operated by the Company including any and all related pages, tabs, sub-pages, Content, communications, or services, whether hosted directly or through third-party providers.

- **“Personal Information”** means any information that can be used on its own or in conjunction with other information to identify, contact, or locate a single person, or to identify an individual in context. This includes, but is not limited to, Your name, email address, mailing address, telephone number, IP address, billing or payment information, demographic data, social media handle, and any other data You voluntarily provide through forms, purchases, course registrations, coaching applications, community engagement, surveys, testimonials, or direct communication with the Company. This may also include information collected automatically (such as cookies, device data, or analytics) when interacting with the Site or affiliated platforms, for purposes such as improving user experience, site functionality, security, and marketing effectiveness.

- **“You” or “Your”** means any user, customer, member, contributor, participant, or viewer of the Site or affiliated platforms, including anyone who accesses, browses, purchases, registers for, interacts with, or otherwise uses any of the Company’s Sites, Content, Offerings, community spaces, or communications, whether those Offerings are free or paid.

*In plain terms:* These definitions show exactly what We mean by capitalized words (like Site, Content, Offerings, Personal Information), so there's no guesswork later.

## **2. Company Ownership and Commitment to Privacy Statement**

The Site, Content, and Offerings (all terms as defined herein) and all associated materials are owned and operated by the Company, unless otherwise expressly stated. Certain personal writings, reflections, and professional insights may also be attributed individually to Rebecca Romo, Psy.D.

We are committed to protecting Your Personal Information. We collect, use, and store Your Personal Information responsibly and in accordance with this Privacy Policy and all applicable laws.

We take reasonable administrative, technical, and physical safeguards to protect Your information. However, no method of transmission over the Internet or method of electronic storage is 100% secure, and We cannot guarantee absolute security.

Please be mindful that any Personal Information You voluntarily share in community spaces, public forums, group discussions, or user-generated content areas may be visible to others, and We cannot control or be held responsible for how third parties may collect, use, or share that information.

We reserve the right to remove or moderate content shared in these spaces at Our discretion in order to support community safety and uphold Our values.

Additionally, Our Site and associated platforms may use third-party service providers (such as hosting platforms, email services, and analytics providers). We encourage You to review their privacy practices, as We are not responsible for the content, security, or privacy practices of those third-party services.

Please note: The Company does not provide medical, psychological, diagnostic, or therapeutic services, and is not a covered entity under HIPAA. This means that information You share with Us is not considered protected health information under HIPAA, and We do not provide HIPAA-style confidentiality or record-keeping obligations. That said, We still treat Your Personal Information with care and discretion.

*In plain terms:* We own and operate this Site and its Content. We treat Your Personal Information with care, but this is not therapy or medical care (HIPAA doesn't apply). Anything You share in community spaces can be seen by others—so share thoughtfully.

### 3. What Kind of Personal Information Do We Collect?

We collect Personal Information to help Us deliver, improve, and protect the services We offer. This section explains the types of information You may provide directly and the kinds of data that may be collected automatically when You interact with Our Site, Content, and Offerings.

**3.1. Personal Information You Provide.** When using the Site and completing forms, Purchasing Offerings, providing comments, or contacting Us, You may be asked to enter information such as Your name, email address, website address, mailing address, contact phone or text number, and payment or credit card details.

We use this information to deliver the Offerings You purchased, provide the information You requested, communicate with You about Your Purchase or inquiry, improve the usefulness of the Site, and deliver Our Content and Offerings.

**3.2. Personal Information Automatically Collected.** Certain limited technical information is collected automatically when You interact with the Site. This helps Us understand how visitors use the Site and improve functionality and user experience. This may include details such as Your geographic location, device and browser type, pages visited, time spent on the Site, interactions with Site features, referral source, operating system, IP address (including approximate location information), and device identifiers. We use reputable third-party data collection technologies such as Google Analytics, Facebook Meta Suite, Mighty Networks Insights, GoDaddy Analytics, or other similar services (“Data Collection Companies”) to gather this information for statistical and performance purposes only.

We may add, remove, or update the Data Collection Companies We use from time to time without specifically amending this Privacy Policy, though all data collection will remain consistent with the purposes described here.

#### a. Cookies and Tracking Technologies

The Site and the Data Collection Companies may use cookies or similar tracking technologies to remember preferences, improve Site performance, and analyze aggregated usage patterns. Cookies are small data files stored on Your device.

You can manage or disable cookies through Your browser settings; however, doing so may limit certain Site features.

By continuing to use the Site without disabling cookies, You consent to their use as described in this Privacy Policy.

For more information, see Section 9 (Do We Use ‘Cookies’ or Social Media Pixels?).

*In plain terms:* You share some information directly (like Your name or email), and some technical data is gathered automatically (like pages visited or device type) to help the Site run smoothly. We don’t peek into private conversations or collect personally identifying data unless You give it to Us.

#### **4. What If the Personal Information We Have About You is Incorrect or You Want to Update It?**

If the Personal Information We have collected about You is incorrect or incomplete in any way, or You would like to update what We have, You may contact Us at [privacy@coachromo.com](mailto:privacy@coachromo.com). We will make appropriate corrections once notified, so long as the requested changes are accurate and not fraudulent.

You may also request that We delete some or all of the Personal Information We have about You. We will honor deletion requests unless We are legally required to retain certain records (for example, for tax, fraud prevention, or transaction history).

*In plain terms:* Email [privacy@coachromo.com](mailto:privacy@coachromo.com) to update or delete Your Personal Information. We’ll remove the information unless We’re legally required to keep some records (for example, taxes or fraud prevention).

#### **5. When Do We Collect Personal Information?**

We collect Personal Information from You when You Purchase, order, register for, or sign up for any of Our Content or Offerings, or when You otherwise interact with the Site in a way that involves providing Personal Information. This includes, but is not limited to, when You: download Our freebies, resources, or materials; subscribe to Our newsletter; fill out a form; engage with community forums or groups; participate in webinars, events, or challenges; submit a coaching application; contact customer support; leave comments on blogs or posts; make a payment through a third-party processor; or otherwise voluntarily enter any of Your Personal Information on the Site or affiliated platforms.

Certain limited technical information (such as cookies, device data, or analytics metrics) may also be collected automatically as described in Section 3.2 (Personal Information Automatically Collected); however, this does not include any personally identifying information beyond what is described in Section 3.2 (Personal Information Automatically Collected), unless You actively provide it.

If You are just browsing the Site, You are not required to provide Personal Information to view public Content.

*In plain terms:* We collect Personal Information when You sign up, purchase, download resources, join communities, contact support, or otherwise choose to share it. Just browsing public Content doesn't require You to give Us info.

## 6. How Do We Use Your Personal Information?

We may use the Personal Information collected from You when You engage with the Site, Content, or Offerings—including, but not limited to, for the following purposes:

- To personalize Your experience and allow Us to deliver the type of Content and Offerings in which You are most interested.
- To improve the Site and Offerings in order to better serve You.
- To respond to Your customer service or technical support requests.
- To administer a contest, promotion, survey, or other Site feature.
- To process transactions and deliver purchased Offerings.
- To send educational, informational, entertainment, and promotional communications.
- To manage access to private communities, courses, or member-only content and ensure community safety and integrity.
- To analyze anonymized or aggregated user data in order to guide course development, content strategy, or community features.
- To enforce Company policies, Terms & Conditions, or legal agreements, and to maintain the safety and integrity of the Site and community spaces.

We may also use anonymized or de-identified portions of user feedback, comments, or testimonials that You voluntarily share in areas visible to other members or the public (for example, discussion threads, live calls, or social media posts referencing the Company) to illustrate participant experience, share community impact, or promote Our Offerings. We will not include personally identifying information (such as Your full name, photo, likeness, or contact details) in these uses without Your explicit consent. This use is consistent with Section 8.2 (Public Comments and Testimonials) of Our [Terms & Conditions](#).

The Company may update this Privacy Policy if future advertising tools or promotional technologies are implemented.

At the time of this update, We do not run targeted advertisements on social media platforms or third-party sites.

We retain Personal Information for as long as it is needed to fulfill the purposes described in this Privacy Policy, unless a user requests deletion earlier or retention is otherwise required by law. See Section 14 (Your General Data Protection Regulation "GDPR" Rights).

*In plain terms:* We use Your info to deliver what You requested, improve Our Content and Offerings, communicate with You, and keep the community safe. We DON'T sell Your Personal Information.

## **7. Do We Share Your Personal Information with Anyone?**

In general, the Company does not sell, trade, or otherwise transfer Your Personal Information to outside (third) parties for advertising or marketing purposes.

We may share Your Personal Information with trusted third-party service providers or private contractors who assist Us in operating Our website, sending email communications, managing customer relationships, analyzing data, processing payments, or performing other essential business operations. These providers have access to Personal Information only to the extent necessary to perform their services and are required to keep this information confidential. We may also disclose Your Personal Information:

- To comply with legal obligations, court orders, subpoenas, or lawful investigations by government authorities.
- To protect the rights, safety, or property of the Company, its users, or others.
- To social media platforms or external tools, but only if You choose to interact with those platforms via Our Site (for example, by clicking a "share" or "pin" button).

We use third-party analytics tools to help Us understand how visitors engage with Our business online. These tools may include cookies or tracking pixels, as described in Sections 9 (Do We Use "Cookies" or Social Media Pixels?) and 12 (Google Analytics).

Non-personally identifiable visitor information may be shared with third parties for research, development, analytics, or service improvement.

If You make Your Personal Information available to third parties through Our Site, Content, or Offerings, Rebecca Romo LLC is not responsible for any unauthorized use by that third party.



**We DO NOT sell Your Personal Information for revenue or share it with advertisers for targeting purposes.**

We do not monitor, mine, or repurpose Personal Information shared by users within private community spaces or group interactions, unless required for safety or legal reasons.

Any use of Your Personal Information beyond the purposes described in this Policy will only occur with Your explicit consent.

Some links or recommendations on the Site may be part of an affiliate program. This means that if You click on a link or make a Purchase through that link, We may receive a commission or referral credit at no additional cost to You. These third-party sites may use cookies or pixels, and their use of Your information is governed by their own privacy policies. We encourage You to review those policies before engaging with any third-party platforms.

We reserve the right to remove, hide, or edit User-Generated Content, posts, or shared materials at Our discretion in order to uphold community standards, safety, and alignment with the Company's values. This includes removing content that may contain Personal Information or pose a risk to other users. Such moderation actions are not considered "sharing" of Your Personal Information and are conducted solely for platform integrity.

*In plain terms:* We don't sell Your info. We share it only with trusted providers who help Us run the Site (like payment or email tools), or when the law requires it, or when You choose to share externally.

## **8. How Do We Protect Your Personal Information?**

We aim to make Your visit to the Site as safe as possible. The Site uses commercially acceptable methods of security protection to safeguard Your Personal Information.

In addition, all sensitive credit card or payment information You supply to Our Site is encrypted via Secure Socket Layer (SSL) technology.

**We never transmit Your credit card information by email.**

Your Personal Information is stored behind secured networks and is only accessible by authorized team members or contractors who are required to keep such information confidential. Access is granted only to individuals who need it in order to perform essential business functions and who are contractually obligated to maintain its confidentiality.

We implement a variety of security measures when a user places an order to maintain the safety of Your Personal Information. All sensitive credit card or payment information entered on the Site is processed securely via trusted third-party payment gateways such as Stripe or PayPal. These transactions are encrypted and are not stored on Our servers.

Payments made outside of the Site or by private arrangement (such as through direct invoice or client agreements) are handled separately and are not covered by this Privacy Policy.

Additionally, the Company follows reasonable industry standards for device and account security, including using password protection and secure tools when handling Personal Information.

*In plain terms:* We use reasonable security measures and trusted payment processors. No online method is 100% secure, but We work to protect Your Personal Information.

## **9. Do We Use “Cookies” or Social Media Pixels?**

We, along with third-party service providers, use cookies, pixels, and similar tracking technologies to collect information from the computer, mobile device, or browser You use to access the Site, read Our emails, or view Our Content. These tools help Us understand how the Site is used, improve performance, and deliver relevant experiences.

### **9.1. Cookies.**

Cookies are small data files stored on Your device that help improve Site functionality, remember preferences, track interactions, and provide insights into user behavior. For example, cookies may help remember what’s in Your shopping cart or which pages You’ve visited.

We use cookies to:

- Help remember and process the items in Your cart or checkout flow.
- Compile aggregate data about Site traffic and interactions to improve user experience.
- Better understand user preferences for Offerings and Content development.
- Deliver more personalized communications and community Content.

You can choose to have Your computer warn You each time a cookie is being sent, or You can disable cookies entirely through Your browser settings. Please note that disabling cookies may limit Your ability to use some features of the Site. By continuing to use the Site without disabling Your cookie settings, You consent to the use of cookies in accordance with this Privacy Policy.

We may also use built-in analytics tools provided by Our hosting or community platforms (for example, GoDaddy Analytics or Mighty Networks Insights) to understand overall

traffic patterns, page performance, and feature usage. These analytics tools provide aggregate, non-identifying information unless You voluntarily provide additional details.

## 9.2. Pixels and Similar Technologies.

Tracking pixels (also known as web beacons) are small, invisible pieces of code embedded in emails or webpages that help Us understand how users interact with content—such as whether an email was opened or a link was clicked. These tools improve email performance, measure engagement, and support the delivery of relevant content to subscribers.

We currently use pixels or similar tools in connection with the following services:

- **Kit** (formerly ConvertKit) — to measure subscriber engagement and email performance.
- **Google Analytics** — for aggregate website metrics and behavior analysis.
- **Facebook Meta Suite** — for page-level insights and community analytics.
- **Mighty Networks Insights** — for member activity and engagement analytics within Our community platform.

These tools help Us understand engagement, improve user experience, and measure outreach effectiveness. We may also use pixels in combination with cookies to collect information about Your activity on the Site and interactions with Kit email campaigns, Facebook-connected tools, and Zapier automations.

You may opt out of certain tracking activities by adjusting Your browser settings, using privacy extensions, or managing Your preferences on specific platforms (for example, Facebook ad preferences).

We do **not** currently use pixels for interest-based advertising or behavioral retargeting. If We begin using such advertising tools in the future, this Privacy Policy will be updated accordingly.

*In plain terms:* Cookies help the Site work better (remembering preferences, understanding traffic). Pixels measure engagement with emails and pages. You can change Your browser settings to limit tracking.

## 10. Third-Party Links

Occasionally, at Our discretion, the Site may include or offer links to third-party products,

services, blog articles, or websites. These third-party sites may have separate and independent privacy policies.

We do not control and are not responsible for the content, activities, or privacy practices of any linked third-party sites. Inclusion of a link does not imply endorsement or recommendation by the Company.

Nonetheless, We care about the integrity of Our Site and community experience, and We welcome feedback about any third-party links that You believe are inappropriate, outdated, or problematic. You may contact Us at [privacy@coachromo.com](mailto:privacy@coachromo.com) to share concerns.

*In plain terms:* Links to other sites have their own privacy policies, and we don't control them. Tell Us if you see anything concerning.

## 11. Password Privacy

While using the Site, Content, and/or Offerings, You may be given access to password-protected areas or member-only Content and Offerings. It is Your responsibility to keep Your username and password secure and confidential.

You are solely responsible for all actions taken under Your account, whether by You or by someone else using Your login credentials. If You become aware of any unauthorized use of Your login information or any other security breach, You must contact Us immediately at [privacy@coachromo.com](mailto:privacy@coachromo.com).

Please remember to log out at the end of each session, especially when using a shared or public device.

Your login credentials are for Your individual use only and may not be shared, sold, transferred, or otherwise disclosed to any other person or entity. The Company does not authorize shared or group accounts. We are not responsible for any loss or damages resulting from Your failure to protect Your login credentials or from unauthorized sharing or use of Your account.

We reserve the right to monitor or remove Content, restrict access, or revoke login credentials in the event of a violation of community guidelines, Terms & Conditions, or other Company policies.

*In plain terms:* Keep your password private. Don't share your login, and tell us right away if you think someone else has access.

## 12. Google Analytics

The Company currently uses Google Analytics to better understand general traffic patterns and

engagement on the Site. Google Analytics collects information such as Your geographic region, device type, browser, pages visited, and time spent on the Site. This data is aggregated and does not personally identify individual users.

Google's advertising services operate under their Advertising Principles, which aim to improve user experience and relevance. We are not currently using Google Ads on the Site, although this may change in the future.

We have implemented the following through Google Analytics: Demographics and Interests Reporting. This feature allows the Company to view aggregated information about the age, gender, and general interests of visitors to the Site, which helps improve content, services, and marketing strategies. This data is collected via cookies and does not personally identify individual users.

We, along with third-party vendors such as Google, use first-party cookies (such as the Google Analytics cookies), third-party cookies (such as the DoubleClick cookie), and other third-party identifiers to compile data regarding user interactions with ad impressions and other ad service functions as they relate to Our Site.

To Opt-Out of Google Ads: You can set preferences for how Google advertises to you using the Google Ad Settings page. Alternatively, You can choose to disable cookies in Your browser settings or install the [Google Analytics Opt-Out Browser Add-On](#) if You do not wish to be tracked by Google Analytics.

For more information on how Google collects and processes data, please visit <https://policies.google.com/privacy>.

*In plain terms:* We use Google Analytics to understand how people use the Site (in aggregate). You can use the Google opt-out tools if You prefer.

### **13. Email Communications and Consent Policy (Worldwide and EU Specific)**

We value clear, respectful communication and Your right to choose what You receive from Us.

If You choose to sign up to receive Content and Offerings from Us, You will be invited to join Our email list where You may receive educational, informational, entertainment, and promotional communications. We use a double opt-in process to ensure that You affirmatively consent to receiving such communications.

You can unsubscribe at any time by clicking the "UNSUBSCRIBE" link at the bottom of each email or by contacting Us directly at [privacy@coachromo.com](mailto:privacy@coachromo.com). We respect Your time and

privacy. We are committed to only sending emails that We believe are valuable, and You will always have the ability to opt out easily.

Regardless of Your location, including whether You are located outside or within the European Union (EU), You will only receive educational, informational, entertainment, or promotional email communications from Us if You affirmatively consent (opt-in) at the time You provide Your Personal Information.

We do not sell, rent, or trade Your email address or Personal Information to third parties.

If You have questions regarding this Privacy Policy, wish to be unsubscribed from communications, or if You wish to exercise other rights regarding Your Personal Information, You may contact Us at:

Rebecca Romo LLC  
Attn: Privacy Officer or Privacy Team  
Email: [privacy@coachromo.com](mailto:privacy@coachromo.com)

*In plain terms:* We only email You if You opted in. You can unsubscribe anytime with one click.

## **14. Your General Data Protection Regulation ("GDPR") Rights**

Our legal basis for collecting and processing Your Personal Information is typically Your consent, fulfillment of a contract, or Our legitimate interest in operating and improving the Site and services.

If You are located within the European Union ("EU"), You are entitled to certain rights under the GDPR. You have the right to:

- Know how long We will keep Your information. We will keep Your Personal Information until the earlier of: (1) You ask Us to delete Your information or (2) the Company decides it no longer needs the data and the cost of retaining it outweighs the value of keeping it.
- Access, rectify, or erase Your Personal Information.
- Withdraw Your consent to the Company's processing of Your data, which shall have no effect on the lawfulness of the processing of Your Personal Information prior to Your withdrawal.
- Lodge a complaint with a supervisory authority that has jurisdiction over GDPR issues.

- Provide only Your Personal Information which is reasonably required to enter into a contract with Us. The Company will not ask for Your consent to provide unnecessary Personal Information on the condition of entering into a contractual relationship with Us.

*In plain terms:* If You live in the EU, You can ask to see, fix, delete, or limit how We use Your info—and make a complaint if needed.

## **15. CAN-SPAM Act of 2003 (U.S. Email Communications Law)**

The CAN-SPAM Act is a U.S. law which establishes rules for commercial email messages, gives You the right to stop certain commercial emails from being sent to You, and outlines certain penalties for commercial entities or persons who violate the law.

We are committed to only sending emails that are relevant, respectful, and aligned with the choices You have made.

We collect Your email address and name so We can:

- Send information, respond to inquiries, and address other requests or questions.
- Process orders and send information or updates related to purchases of a course, product, or service.
- Provide You with additional information related to Your course, product, or service.
- Market to Our mailing list or continue sending emails to You after the original transaction has occurred.
- Email You a newsletter containing free informational, educational, and entertaining Content, as well as occasional promotions related to Our Offerings.

In accordance with the CAN-SPAM Act, We agree to the following:

- We WILL NOT use false or misleading subjects or email addresses.
- We WILL identify the email message as an advertisement in some reasonable way.
- We WILL include Our business mailing address and/or physical address in Our emails.
- We WILL monitor third-party email marketing services for compliance. If We become aware that any service We use is not functioning properly to address email

communication issues in compliance with this law, We will either work with them until it is resolved or switch companies if it cannot be.

- We WILL honor opt-out/unsubscribe requests quickly.
- We WILL allow users to unsubscribe by using the appropriate link at the bottom of each email.

You can unsubscribe from Our emails at any time by clicking the “UNSUBSCRIBE” link at the bottom of any message or by contacting Us directly at [privacy@coachromo.com](mailto:privacy@coachromo.com) and We will promptly remove You from future correspondence.

However, unsubscribing from one list or set of emails may not unsubscribe You from receiving ALL future emails from Us. If You experience any problems unsubscribing, please contact Us at [help@coachromo.com](mailto:help@coachromo.com) and We will promptly handle Your removal.

*In plain terms:* We follow U.S. rules for commercial emails and make unsubscribing easy.

## 16. California Online Privacy Protection Act (“CalOPPA”)

CalOPPA extends beyond California to require any person or company that operates websites collecting Personal Information from California residents to post a clear and conspicuous Privacy Policy stating exactly what information is being collected and with whom it is being shared.

Pursuant to CalOPPA, We agree to the following:

- Users can visit Our Site anonymously.
- There is a link to this Privacy Policy in the footer of the [coachromo.com](http://coachromo.com) Site.
- Our Privacy Policy link includes the word “Privacy” and can easily be found on the page specified above. It is titled “Privacy Policy” clearly.
- You will be notified of any Privacy Policy changes on this Privacy Policy Page (see “Last Updated” date at the top of the Policy).

**16.1. Do Not Track / Global Privacy Control Signals.** Some browsers and privacy tools send automated preference signals (for example, “Do Not Track” (DNT) or Global Privacy Control (GPC)).



- “Do Not Track” (DNT) is a legacy signal that is not governed by a single, binding industry standard, and many modern browsers no longer support it. At this time, We do not take specific action in response to DNT signals.
- Global Privacy Control (GPC) is a newer signal used in certain jurisdictions to communicate that a user does not want their Personal Information “sold” or “shared” for targeted advertising. We do not sell Personal Information or share it with third parties for their targeted advertising, so there is currently no additional opt-out needed. If Our practices change in the future, We will update this Privacy Policy.

*In plain terms:* We clearly post this Privacy Policy on Our Site, and the “Last Updated” date shows when updates were made. Some browsers send privacy signals like DNT and GPC; We don’t act on DNT, and GPC doesn’t change anything right now because We don’t sell or share information for targeted ads.

## **17. Children’s Online Privacy Protection Act (“COPPA”)**

Individuals under the age of eighteen (18) should not use Our Site, Content, coaching, community, or other Offerings—even with parental permission.

We do not specifically market to children under the age of thirteen (13). Please STOP and do not use, view, Access, Purchase, or otherwise browse the Site, Offerings, or Content if You are under thirteen (13) years old. If You are under thirteen (13), You are not permitted to provide or submit any Personal Information on this Site.

If You are a parent or guardian and believe that Your child under the age of thirteen (13) has provided Us with Personal Information, please contact Us immediately at [privacy@coachromo.com](mailto:privacy@coachromo.com) so We can delete it from Our records.

*In plain terms:* Our programs are for adults (18+). If You’re under 13, don’t use the Site or submit info. Parents can email Us to remove a child’s info.

## **18. Fair Information Practices:**

In order to comply with Fair Information Practices, We will take the following responsive action should We confirm a data breach involving Your Personal Information:

We will notify You in writing via email as soon as reasonably practicable, and no later than ten (10) business days after confirmation of a known breach.

*In plain terms:* If We confirm a data breach, We'll email You as soon as reasonably possible—and no later than 10 business days.

## **19. Changes to This Privacy Policy**

The Company reserves the right to update, modify, or change this Privacy Policy at any time. Any changes will be posted on this page and reflected by the “Last Updated” date at the top of this document.

We encourage You to review this Privacy Policy periodically to stay informed about how We are protecting Your information.

Your continued use of the Site, Offerings, or Content after any such modifications constitutes Your acknowledgment of, and agreement to, the updated terms.

This Privacy Policy is governed by the laws of the State of California, consistent with the Company's [Terms & Conditions](#).

*In plain terms:* If We update this Privacy Policy, the “Last Updated” date will change. Using the Site after changes means You accept the updates.

## **20. Note on Community Contributions by User**

Content You choose to post, upload, or share in community spaces, forums, live events, or other interactive areas of the Site or affiliated platforms is voluntary and may be visible to others. Such contributions are considered User-Generated Content and remain Your responsibility.

User-Generated Content is not treated as Personal Information under this Privacy Policy because it is information You intentionally choose to make public or semi-public. It is therefore governed by Our [Terms & Conditions](#) and any applicable Community Guidelines.

Please do not share personal, identifying, or sensitive information in community areas that You would not want others to see. While the Company may moderate content to maintain respectful and lawful spaces, We cannot control how other participants may view or use information You choose to share.

The Company may occasionally share anonymized or de-identified comments from public or community areas in newsletters, marketing materials, or public communications to illustrate participant experiences, demonstrate the impact of its Content and Offerings, and foster community engagement. Any such use is conducted in accordance with Section 6 of this Privacy Policy and Section 8.2 of Our [Terms & Conditions](#). The Company will never include

names, photos, or other identifying information without the user's written permission.

*In plain terms:* What You post in community spaces is up to You—so share thoughtfully and only what You're comfortable having seen by others. All participants are expected to follow the policies in Our Terms & Conditions and any applicable Community Guidelines, and while We may moderate these spaces, We cannot control how others may use information that is shared. Occasionally, We may include non-identifying reflections or brief quotes in Our Content (including—but not limited to—Our marketing materials), unless You ask Us in writing not to (see Section 8.2 of Our [Terms & Conditions](#)). We will never include Your name, photo, or any identifying details without Your explicit permission.

## 21. Contacting Us

If You have any questions or concerns regarding this Privacy Policy, You may contact Us using the following information:

**Website:** [coachromo.com](https://coachromo.com) (Use contact form on the Site.)

**Email (general):** [help@coachromo.com](mailto:help@coachromo.com)

**Email (legal):** [legal@coachromo.com](mailto:legal@coachromo.com)

**Email (privacy):** [privacy@coachromo.com](mailto:privacy@coachromo.com)

**Business Address:** 5200 Clark Ave. #756, Lakewood, CA 90714

*In plain terms:* Your trust matters deeply to us. If anything in this Privacy Policy feels unclear—or if you want to understand more about how we protect your information—please contact us directly. We'll always do our best to respond clearly and respectfully.