Jen Ramsey.com Privacy Statement

2 Oct 2026

Who This Policy Covers

THE AUTHORITY REVOLUTION™ and jenramsey.com ("we", "us", "our") provides coaching, consulting and leadership programs for women, and hosts in-person retreats. We are committed to protecting the privacy of personal information we hold about clients, program participants, retreat guests, prospective clients and website visitors, and to managing those records responsibly and securely.

This policy explains what personal information we collect, how we use and store it, who we may share it with, and how you can access, correct or raise a concern about your information.

Information We Collect

The personal information we collect depends on how you interact with us, and may include:

- **Contact details** — name, email address, phone number, postal address
- **Business and program information** — company name, role, industry, goals and challenges shared during enquiries, coaching sessions or program applications
- **Payment information** — billing details and payment records (payments are processed by secure third-party payment providers; we do not store full credit card numbers)
- **Retreat participant information** — nationality, emergency contact details, dietary requirements, allergies, and relevant health or medical information needed to plan activities safely (such as mobility, injuries or conditions relevant to yoga, movement or sound healing sessions)
- **Communications** — emails, messages, forms and other correspondence with us
- **Website and marketing data** — information collected through website analytics, cookies, newsletter sign-ups and social media interactions

We only collect health or sensitive information where it is necessary to safely plan and deliver a program or retreat, and only with your knowledge at the time it is provided (for example, via a retreat booking or intake form).

How We Use Your Information

We use personal information to:

- Provide coaching, consulting and program services, and respond to enquiries
- Plan, administer and run events and retreats, including arranging accommodation, activities, catering and travel-related logistics with venues and partners
- Process payments and manage invoicing and client records

- Send program updates, retreat information and, where you have opted in, marketing communications
- Meet legal, accounting and visa or regulatory requirements associated with retreats held overseas
- Improve our website, programs and services

We do not use retreat participants' health or medical information for any purpose beyond safely planning and delivering our events.

Who We Share Information With

We do not sell personal information. We may share it with:

- **Service providers** we engage to run our business, such as payment processors, email and CRM platforms, booking software and website hosting providers
- **Retreat venues and in-country partners** (such as accommodation providers, activity facilitators and local operators), where needed to deliver a retreat safely and in compliance with local visa or regulatory requirements
- **Professional advisers**, such as accountants or legal advisers, where necessary
- **Regulatory or government bodies**, where required by law

Where a retreat is held overseas, limited personal information (such as emergency contact details) may be disclosed to venues, local authorities or partners in that country for visa, safety or logistical purposes. We take reasonable steps to only share what is necessary for that purpose.

Storage and Security of Records

We store personal information using secure, password-protected digital systems (such as our CRM, booking and payment platforms) and, where applicable, physical records kept in a secure location. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure, including restricting access to those who need it to do their work.

We retain personal information only for as long as reasonably necessary to fulfil the purpose it was collected for, or as required by law (for example, financial and tax record-keeping obligations), after which it is securely deleted or de-identified.

Access, Correction and Complaints

You can ask us for access to the personal information we hold about you, or ask us to correct it if it is inaccurate, out of date or incomplete. We will respond to reasonable requests within a reasonable time.

If you have a concern about how we have handled your personal information, please contact us using the details below. We will investigate and respond to your complaint. If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).

Governing Law

We are based in Queensland, Australia. The handling of personal information by private businesses in Australia, including this business, is governed by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), which apply nationally.

This policy is prepared with reference to the Australian Privacy Principles as a matter of good practice. Where retreats are conducted overseas, we also take reasonable steps to comply with relevant local requirements for information collected as part of visa or venue arrangements.

Contact Us

If you have questions about this policy or wish to access, correct or raise a concern about your personal information, please contact us at:

THE AUTHORITY REVOLUTION™ PO Box 3678 South Brisbane, Queensland, Australia. Email hello@jenramsey.com.

This policy was last updated on 2 October 2026 and may be reviewed and updated from time to time.