

Privacy Policy & Terms and Conditions

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Privacy Policy

Path to Impact Coaching, LLC (“we,” “us,” or “our”) operates pathtoimpactcoaching.com (the “Site”).

This Privacy Policy explains how we collect, use, retain, and share information from Site visitors, coaching clients, event planners, and organizations that contact us or use our services.

Third-party services we use have their own privacy policies, which are identified below.

Information We Collect and How We Use It

We collect only information reasonably needed for a particular purpose.

Depending on how you interact with us, that information may include:

- **First and last name**, when you choose to provide them.
- **Email address**, including when you request **What Is Being Reliable Costing You?**, book a call or session, or make an inquiry.
- **Subscription and consent information**, such as the form used, signup source, confirmation status, date and time of signup, and unsubscribe status.
- **Email delivery and engagement information**, such as whether an email was delivered, bounced, opened, or clicked, when those tracking features are enabled.
- **Phone number**, if you choose to provide it when booking or making an inquiry.
- **Payment information**, processed by Stripe through Practice Better. We do not store your full payment-card details ourselves.
- **Booking and intake information**, including information you submit when scheduling a **Free 20-Minute Where to Begin Conversation, A Better Read on One Problem**, a **Speaking Planning Call**, or other coaching or event services.

- **Information you choose to provide** in a coaching agreement, reflection questions, optional questionnaire, Practice Better client-portal message, or other Practice Better form.
- **Event and organization information** submitted by email or through a Speaking Planning Call, such as your organization, audience, goals, date, location, and preferred format.
- **Technical and analytics information** automatically sent by your browser or device, which may include your IP address, browser or device type, pages viewed, referring pages, and the date and time of your visit.

We may use this information to:

- Respond to inquiries.
- Deliver **What Is Being Reliable Costing You?** and its one clearly disclosed follow-up email.
- Schedule and conduct **Free 20-Minute Where to Begin Conversations**.
- Schedule and provide **A Better Read on One Problem**.
- Administer **RESET, REWIRE, and REGENERATE** coaching.
- Schedule and conduct Speaking Planning Calls.
- Plan and provide **The Cost of Being Indispensable, From Indispensable to Supported, Your Part Isn't The Whole Mission**, and **Library of Hope** programs.
- Process payments.
- Send confirmations, reminders, receipts, and other service-related communications.
- Maintain appropriate client, purchase, and engagement records.
- Operate, secure, understand, and improve the Site and our services.

We Do Not Sell Your Personal Information

We do not sell your personal information.

We do not sell, rent, or provide our email list to another company for its marketing.

We do not currently use personal information collected through this Site for paid-ad targeting or retargeting.

This Privacy Policy will be updated before that practice changes.

What Is Being Reliable Costing You? — Free 10-Minute Self-Check

The downloadable **What Is Being Reliable Costing You?** self-check requires a first name and email address so Mailchimp can deliver the requested resource and send one clearly disclosed follow-up email from Hanna.

Mailchimp may record:

- Your signup.
- Consent and confirmation status.
- Delivery and bounce information.
- Unsubscribe status.
- Email opens or link clicks when those tracking features are enabled.

The self-check itself is completed privately by you.

Neither Hanna nor Mailchimp receives your completed self-check answers unless you separately choose to share them.

Requesting the self-check does not create a coaching relationship.

It also does **not** enroll you in a general ongoing newsletter.

Email Communications

When you request **What Is Being Reliable Costing You?**, you receive the requested self-check and one clearly disclosed follow-up email from Hanna.

Those emails may contain educational information and information about Hanna's services.

You may unsubscribe from optional email communication at any time by using the unsubscribe link in the email or contacting us.

Unsubscribing from optional email communication does not prevent us from sending service-related messages connected to an inquiry, appointment, purchase, coaching relationship, or event engagement.

Cookies and Analytics

Cookies are small files that may include a unique identifier and may be stored on your device.

This Site uses cookies and similar technologies for Site functionality, security, and analytics.

We use **Google Analytics** to help us understand how visitors use the Site. Google Analytics may use cookies or similar technologies to collect information about visits and Site usage.

You may instruct your browser to refuse cookies or notify you before a cookie is stored.

The Site will generally remain available if cookies are disabled, although some functionality or analytics features may not work as intended.

Email Tracking

Mailchimp may use tracking pixels and redirected links to report information such as email delivery, bounces, opens, and link clicks when those features are enabled.

We use this information to confirm that requested resources were delivered and to understand whether the emails are useful.

Some email applications block or limit tracking, so these reports are not always complete or exact.

AI-Assisted Drafting and Personal Information

Path to Impact Coaching, LLC may use AI tools to assist with drafting or editing non-identifying content, including website copy, marketing materials, articles, program materials, and similar business content.

We do not submit identifiable client information, inquiry emails, subscriber information, coaching notes, completed self-check answers, or other identifiable private client or subscriber information to AI services.

AI tools are therefore not used as processors of identifiable client, inquiry, or subscriber information in our current business practices.

All AI-assisted content is reviewed by Hanna before it is published or sent.

For more information about our use of AI-assisted content, see the [Disclaimer](#).

Service Providers

We use third-party services to operate the Site and provide our services.

Each provider handles information according to its own privacy policy.

Practice Better

Used for scheduling, intake forms, coaching agreements, questionnaires, client-portal communication, video sessions when used, program administration, and payment processing.

Privacy policy:

<https://practicebetter.io/privacy>

Stripe

Used to process payments through Practice Better.

Privacy policy:

<https://stripe.com/privacy>

Zoom

May be used for coaching sessions, calls, talks, or workshops.

Privacy statement:

<https://www.zoom.com/en/trust/privacy/privacy-statement/>

Google Meet

May be used for coaching sessions or calls instead of Practice Better video or Zoom.

Google privacy policy:

<https://policies.google.com/privacy>

YouTube

Used to host videos for **Journey to Impact**.

Google privacy policy:

<https://policies.google.com/privacy>

GoDaddy

Used for website hosting, domain registration, and business email hosting for hanna@pathtoimpactcoaching.com.

Privacy policy:

<https://www.godaddy.com/legal/agreements/privacy-policy>

WordPress

Used as the content-management system for the Site. Site hosting is provided through GoDaddy.

WordPress privacy information:

<https://wordpress.org/about/privacy/>

Google Analytics

Used for Site analytics.

Google privacy policy:

<https://policies.google.com/privacy>

Mailchimp

Used for signup-form hosting, subscriber and consent records, double opt-in when enabled, automated delivery of **What Is Being Reliable Costing You?**, the one clearly disclosed follow-up email from Hanna, unsubscribe processing, and email-engagement reporting.

Privacy policy:

<https://mailchimp.com/legal/privacy/>

Mailchimp processes subscriber information on our behalf as an email-service provider.

Depending on account configuration and processing location, information may be processed in the United States or other countries by Mailchimp and its approved service providers.

Mailchimp Data Processing Addendum:

<https://mailchimp.com/legal/data-processing-addendum/>

Each provider receives only the information reasonably necessary to perform its function.

Providers may use their own service providers as described in their privacy policies.

Except where required by law or otherwise described in this policy, we do not share personal information outside these providers, and we do not sell it.

Security

No method of transmission over the internet or method of electronic storage is completely secure.

We take commercially reasonable technical and organizational measures to protect personal information against loss, theft, unauthorized access, and unauthorized use, but we cannot guarantee absolute security.

Any transmission of information over the internet carries some risk.

Links to Other Sites

This Site may contain links to websites or services we do not operate.

We encourage you to review the privacy policy of any third-party site you visit.

Path to Impact Coaching, LLC is not responsible for the content, privacy policies, security, or practices of third-party sites or services.

Children's and Teen Privacy

The Site's direct coaching services, coaching purchases, and email signup are intended for adults.

Library of Hope programs are generally designed for adult audiences, but a library or other host organization may choose to allow teens to attend a public program.

A teen's attendance at a Library of Hope program does not create a coaching relationship with Path to Impact Coaching, LLC.

When a library or other host organization manages registration, the host's own age requirements, consent procedures, and privacy policy apply to the information it collects.

We do not knowingly solicit personal information from minors through the Site for coaching or email marketing.

If Path to Impact Coaching, LLC directly receives limited information from a teen in connection with a Library of Hope or other permitted public event, we use it only as reasonably necessary to administer or respond regarding that event and as permitted by applicable law.

If a parent or guardian believes that a minor has provided personal information to us inappropriately, please contact us so we can review and, where appropriate, delete it.

Data Retention

We retain information only as long as reasonably necessary for the purpose for which it was collected and to satisfy legal, tax, accounting, safety, contractual, and recordkeeping obligations.

Coaching, purchase, and engagement records may be retained for up to **six years** after the later of your last use of our services or the end of the applicable engagement, unless applicable law requires a longer period.

Mailchimp subscriber records may be retained while you remain subscribed or until you request deletion or the information is no longer needed.

A limited record of an unsubscribe request may be retained when necessary to make sure we continue to honor it.

Compliance With Law

We may disclose personal information when required by law, subpoena, court order, or other valid legal process.

We make commercially reasonable efforts to use service providers that maintain appropriate privacy and data-protection practices.

Because some service providers operate internationally, your information may be processed or stored outside your state or country.

Your Privacy Choices and Rights

Depending on where you live, you may have rights concerning your personal information, including the right to:

- Ask what personal information we have about you.
- Request a copy.
- Correct inaccurate information.
- Request deletion.
- Withdraw consent for optional email communication.
- Ask us to stop or restrict certain uses where applicable.
- Object to certain direct-marketing or profiling activities where applicable.
- Request data portability where applicable.
- File a complaint with an appropriate regulatory authority.

California residents may have rights under applicable California privacy laws.

Residents of the European Union and United Kingdom may have rights under applicable data-protection law, including rights to access, correct, delete, restrict, object to, or request portability of personal information.

Where applicable, our legal basis for processing may include:

- **Consent**, such as when you request the self-check or consent to optional email communication.
- **Contract performance**, when information is needed to schedule or provide a paid service or engagement.
- **Legitimate interests**, where permitted, such as responding to inquiries, maintaining appropriate records, securing the Site, and operating the business.

Where applicable, we will respond to verified privacy requests within the period required by law.

To unsubscribe from optional email communication, use the unsubscribe link in the email.

To request access, correction, or deletion of information held by Path to Impact Coaching, LLC or in our Mailchimp account, contact:

hanna@pathtoimpactcoaching.com

Hanna Essenburg is the privacy contact.

Changes to This Privacy Policy

We may update this Privacy Policy when our services, technology, business practices, or legal obligations change.

If a change is material, we may provide notice by email where appropriate or through a notice on the Site.

The **Last updated** date above identifies the current version.

Terms and Conditions

Ownership of Site; Agreement to Terms

This Site and related services are provided subject to your compliance with these Terms and Conditions.

By using pathtoimpactcoaching.com; requesting **What Is Being Reliable Costing You?**; booking a **Free 20-Minute Where to Begin Conversation, Speaking Planning Call**, or **A Better Read on One Problem**; purchasing **RESET, REWIRE, or REGENERATE**; or booking a keynote, workshop, or Library of Hope engagement, you agree to these Terms.

If you disagree with these Terms, please do not use the Site.

A specific coaching, speaking, workshop, or other service may also be governed by an additional agreement provided at the time of booking or purchase.

Where a specific signed agreement conflicts with these general Terms, the specific agreement controls.

You consent to receive communications reasonably necessary to provide what you requested, including communications through Mailchimp, Practice Better, or another disclosed provider.

Optional email communication may be stopped using the unsubscribe link.

This Site provides informational, educational, and reflective material, not medical, mental-health, legal, financial, employment, or human-resources advice.

Warranty Disclaimer

THIS SITE AND ITS CONTENT ARE PROVIDED “AS IS” AND “AS AVAILABLE,” WITH NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED.

YOUR USE OF THIS SITE IS AT YOUR SOLE RISK.

TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ARE NOT LIABLE FOR DAMAGES OF ANY KIND—DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL—ARISING FROM USE OF THIS SITE, TO THE EXTENT YOUR STATE’S LAW ALLOWS SUCH DISCLAIMERS.

Although we try to keep the Site accurate and current, we do not guarantee that it is free from errors, omissions, interruptions, or outdated information.

Information may change without notice.

Content and Intellectual Property

Content on this Site—including text, images, audio, video, compiled resources, program materials, the **RESET / REWIRE / REGENERATE** framework, **The Cost of Being Indispensable**, the **Indispensable Pattern**, **A Better Read on One Problem**, **What Is Being Reliable Costing You?**, **From Indispensable to Supported**, **Your Part Isn't The Whole Mission**, **Library of Hope**, **The Four Relationships That Shape a Life**, Freedom to Read program materials, logos, slogans, and design elements—is owned by Path to Impact Coaching, LLC or used with permission and is protected as applicable by U.S. and international copyright, trademark, and other intellectual-property law.

Personal, non-commercial use—including reading, linking to the Site, using a free download for your own personal use, and using short attributed quotations—is welcome.

Other use, including copying, reselling, republishing, reteaching, adapting materials for commercial use, or using our names or marks in a way that implies endorsement, requires prior written permission or a separate written license from Path to Impact Coaching, LLC.

Unauthorized use may result in a request to remove the material or other remedies available under applicable law.

Links

You may link to this Site as long as you do not alter or obscure the Site or falsely imply that Path to Impact Coaching, LLC endorses or sponsors you or your organization.

We may request removal of a link to the Site when appropriate.

Confidential and Proprietary Information

Do not send confidential or proprietary information through a general Site inquiry, general email, or event inquiry outside an established coaching or contracted engagement.

Information submitted through a general inquiry, Speaking Planning Call, or public contact channel will be used as reasonably necessary to respond to your inquiry or provide the requested service.

Information shared within an established coaching relationship and maintained as part of client records is treated differently and is handled in accordance with the coaching agreement and applicable legal exceptions.

You agree not to interfere with the Site's operation, impersonate another person, or use the Site for an abusive, threatening, fraudulent, or unlawful purpose.

Privacy

See the Privacy Policy above for information about how Path to Impact Coaching, LLC collects and handles information through the Site and its service providers.

Limitation of Liability

To the fullest extent allowed by law, Path to Impact Coaching, LLC and Hanna Essenburg are not liable for indirect, incidental, consequential, special, or punitive damages arising from your use of the Site or services.

Some jurisdictions do not allow certain limitations of liability, so some of these limitations may not apply to you.

Indemnity

You agree to indemnify and hold Path to Impact Coaching, LLC and Hanna Essenburg harmless from claims, losses, liabilities, or expenses, including reasonable attorneys' fees, arising from your use of the Site, your violation of these Terms, or your violation of another person's rights, to the extent permitted by law.

Violation of These Terms

We may block or terminate access to the Site for violation of these Terms.

We may also disclose information when reasonably necessary to investigate suspected unlawful activity, comply with legal process, enforce these Terms, or protect our rights or the safety of others.

Payment, Cancellation, and Refunds

Free 20-Minute Where to Begin Conversation and Speaking Planning Call

The **Free 20-Minute Where to Begin Conversation** is an introductory coaching conversation and is separate from booking **RESET, REWIRE, or REGENERATE**.

Having a Where to Begin Conversation on the calendar does not reserve paid coaching-session time.

A **Speaking Planning Call** is also a separate planning step. It does not reserve an event date or create a speaking, workshop, or facilitation agreement.

No payment is required for either planning conversation.

A Better Read on One Problem

A Better Read on One Problem is a standalone **60-minute coaching session** priced at **\$250**.

It is booked directly and paid in full through Practice Better.

No Where to Begin Conversation is required before booking.

A short session agreement is completed as part of the booking process.

Booking is not complete until the required payment and agreement requirements have been satisfied.

RESET, REWIRE, and REGENERATE

Ongoing coaching does not begin until both a signed coaching agreement and required payment—in full or the first installment of an approved payment plan—have been received through Practice Better.

After a **Free 20-Minute Where to Begin Conversation**, Hanna may provide a private Practice Better link for an agreed coaching option when coaching appears to be an appropriate next step.

A request does not become a confirmed coaching engagement until the agreement and payment requirements are satisfied and the booking has been confirmed.

Rescheduling and Missed Appointments

A scheduled **A Better Read on One Problem** session, **Free 20-Minute Where to Begin Conversation**, **Speaking Planning Call**, or coaching appointment within RESET, REWIRE, or REGENERATE may be rescheduled at no charge with at least **24 hours' notice**.

An appointment canceled with less than 24 hours' notice or missed without notice may be forfeited, except in a genuine emergency at Hanna's discretion.

Any payment for a forfeited paid appointment is non-refundable.

Missing or forfeiting one appointment within an ongoing coaching package does not automatically cancel the remainder of the package.

Remaining sessions and the package end date are unaffected unless Hanna and the client agree otherwise in writing.

Stopping a Coaching Package Early

For RESET, REWIRE, and REGENERATE, refunds for unused portions are calculated by whole calendar month.

The calendar month in which you stop is treated as used in full.

Only complete months that have not yet started are eligible for refund.

For a package paid in full:

- **REWIRE:** refunds are calculated at **\$1,000 per unused month**.
- **REGENERATE:** refunds are calculated at **\$833.33 per unused month**, rounded to the nearest cent.

For a package purchased on a payment plan, you pay only for months used.

Future months are not billed.

If an installment was already charged for a month that had not yet started, that payment is refunded in full.

RESET is one month long. Once the RESET month has begun, it is non-refundable, subject to the genuine-emergency discretion described above.

Payment Plans

Current coaching prices are:

- **RESET — Get Your Footing Back:** \$1,200 | one month
- **REWIRE — Change the Pattern:** \$3,000 | three months
- **REGENERATE — Build a Different Way Forward:** \$5,000 | six months

REWIRE and REGENERATE may be divided into monthly installments:

- **REWIRE:** \$1,200 per month for three months = **\$3,600 total**, compared with \$3,000 paid in full.
- **REGENERATE:** \$1,200 per month for six months = **\$7,200 total**, compared with \$5,000 paid in full.

RESET and **A Better Read on One Problem** are paid in full.

These names and prices match the current website and lead magnet.

Speaking, Workshop, and Library of Hope Engagements

Fees for speaking, organizational workshops, nonprofit programs, and Library of Hope programs are either stated on the applicable program page or provided in a written proposal, depending on the engagement.

Current program names include:

- **The Cost of Being Indispensable**
- **From Indispensable to Supported**
- **Your Part Isn't The Whole Mission**
- **Library of Hope**

Library of Hope currently includes public and staff programming, with starting prices published on its program page.

A signed agreement and required deposit hold an event date unless the applicable program terms or written agreement state otherwise.

If an engagement is canceled within 30 days of the event, the deposit is non-refundable but may be applied toward a rescheduled date when one is available.

The specific program page, proposal, and signed agreement control the applicable:

- Fee.
- Scope.
- Deposit.
- Travel terms.
- Cancellation and rescheduling terms.
- Deliverables.

If those terms conflict with these general Terms, the specific signed agreement controls.

Age Requirement

Direct coaching services, coaching purchases, and coaching agreements offered through this Site are for adults age 18 and older.

Library of Hope and other public library or civic programs may allow teen participants when the host organization permits them to attend.

A teen does not need to be 18 solely to attend an otherwise permitted public program.

The library or other host organization may establish its own audience, age, registration, and participation requirements, and those requirements apply to the event.

Attendance at a public event does not create a coaching relationship with Path to Impact Coaching, LLC.

Governing Law

These Terms are governed by the laws of the State of Colorado, without regard to conflict-of-laws principles.

The parties agree to attempt good-faith direct communication regarding a dispute before pursuing other remedies where appropriate.

Entire Agreement

These Terms, the Privacy Policy, the Disclaimer, and any applicable signed coaching, speaking, workshop, or other service agreement make up the agreement between you and Path to Impact Coaching, LLC regarding the applicable Site use or service.

This includes, where relevant:

- **A Better Read on One Problem**
- **RESET**
- **REWIRE**
- **REGENERATE**
- **The Cost of Being Indispensable**
- **From Indispensable to Supported**
- **Your Part Isn't The Whole Mission**
- **Library of Hope**

If a specific purchase or signed engagement agreement conflicts with these general Terms, the specific agreement controls.

We may modify these Terms by posting a revised version.

If any provision is found invalid or unenforceable, the remaining provisions remain in effect to the extent permitted by law.

Questions?

hanna@pathtoimpactcoaching.com

Path to Impact Coaching

For the people everyone counts on.

Hanna Essenburg, NBC-HWC
Neuroscience-Based Coach | Speaker | Facilitator

[Instagram](#) | [LinkedIn](#) | [YouTube](#)

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