Wake Up Joyful LLC Privacy Policy

Wake Up Joyful LLC ("Company," "we," or "us") respects your privacy and is committed to protecting it through this Privacy Policy.

This Privacy Policy governs your access to and use of www.wakeupjoyful.com, including any content, functionality and services offered on or through www.wakeupjoyful.com or any subdomains such as timeto.wakeupjoyful.com, portal.wakeupjoyful.com, go.wakeupjoyful.com, beginto.wakeupjoyful.com, readyto.wakeupjoyful.com, and howto.wakeupjoyful.com (the "Website"), whether as a guest or a registered user.

When accessing the Website, the Company will learn certain information about you, both automatically and through voluntary actions you may take, during your visit. This policy applies to information we collect on the Website and in email, text, or other electronic messages between you and the Website.

Please read the Privacy Policy carefully before you start to use the Website. By using the Website or by clicking to accept or agree to the Terms and Conditions when this option is made available to you, you accept and agree to be bound and abide by the Privacy Policy. If you do not want to agree to the Privacy Policy, you must not access or use the Website.

Children Under The Age Of 18

Our Website is not intended for children under 18 years of age. No one under age 18 may provide any information to or on the Website. We do not knowingly collect personal information from children under 18. If you are under 18, do not use or provide any information on this Website or on or through any of its features/register on the Website, make any purchases through the Website, use any of the interactive or public comment features of this Website or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use.

If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at support@wakeupjoyful.com.

Information We Collect About You

When you access the Website, the Company will learn certain information about you during your visit.
Information You Provide To Us. The Website provides various places for users to provide information. We collect information that users provide by filling out forms on the Website, communicating with us via contact forms, responding to surveys, search queries on our search feature, providing comments or other feedback, and providing information when ordering a product or service via the Website.

We use information you provide to us to deliver the requested product and/or service, to improve our overall performance, and to provide you with offers, promotions, and information.

Information We Collect Through Automatic Data Collection Technology. As you navigate through our Website, we use automatic data collection technologies — including Google Analytics and the Meta (Facebook) pixel — to collect certain information about your equipment, browsing actions, and patterns. This will generally include information about your location, your traffic pattern through our website, and any communications between your computer and our Website. Among other things, we will collect data about the type of computer

you use, your Internet connection, your IP address, your operating system, and your browser type.

The information we collect automatically is used primarily for statistical and analytical purposes. Some of it, such as your IP address, may be personal data under the law that applies to you; where it is, we handle it as described in this policy. We use this data to improve our Website and our service offerings. To the extent that you voluntarily provide personal information to us, our systems will associate the automatically collected information with your personal information.

Categories Of Personal Data We Collect

Depending on how you interact with us, we collect the following categories of personal data:
Identifiers and contact data. Name, email address, mailing address, telephone number, account username, and IP address.

Commercial data. Products and programs purchased or considered, enrollment and payment history, and payment plan status. Payment card details are collected and stored by our payment processors, not by us.

Internet and device activity. Pages viewed, time spent, referring and exit pages, browser and device type, operating system, and interactions with our emails.

Audio and visual data. Recordings of group coaching calls, events, and webinars in which you participate.

Content you choose to share. Information you provide in forms, applications, surveys, community posts, coaching sessions, and communications with us.

Purposes. We use these categories to deliver and administer the programs and services you request, process payments, communicate with you, provide customer support, improve the Website and our offerings, market our programs and services, and comply with legal obligations.
Categories of third parties we share with. Payment processors; email, customer relationship management, and course delivery platforms; analytics and advertising providers; community and video conferencing platforms; and professional advisors, as further described in the Disclosure Of Your Information section below.

Information You Choose To Share With Us

We do not request sensitive personal data through the Website. Because of the nature of our programs, you may choose to share information about your faith, your beliefs, your relationships, or your health and well-being in a form, an application, a coaching session, a community post, or a message to us. Where you do, we process that information only for the purpose of providing the program or service you requested, and we do not sell it. We ask that you share only what you are comfortable sharing.

Use of Cookies And Pixels

Similar to other commercial websites, our website utilizes a standard technology called "cookies" and server logs to collect information about how our site is used. Information gathered through cookies and server logs may include the date and time of visits, the pages viewed, time spent at our site, and the websites visited just before and just after our own, as well as your IP address.

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it

has already sent to you, not the cookies sent to you by other sites.

We use the **Meta (Facebook) pixel** on our Website, including our landing pages at go.wakeupjoyful.com and beginto.wakeupjoyful.com. The Meta pixel sets cookies and sends Meta information about your visit — such as pages viewed, registrations, and purchases — which Meta may use to measure our advertising and to show you our ads on Facebook and Instagram. We do not send Meta your name, email address, telephone number, or any information about your health, beliefs, or personal circumstances.

You can control how Meta uses your data for advertising at facebook.com/adpreferences. You can opt out of interest-based advertising generally at optout.aboutads.info (United States) or youradchoices.ca (Canada).

Your cookie choices. Visitors in the European Union and the United Kingdom are asked for consent before we load advertising or analytics cookies, and we do not load them unless you accept. You may withdraw consent at any time by clearing your browser's site data for our Website, or by emailing support@wakeupjoyful.com. For California residents, we apply Meta's Limited Data Use setting.

Third Party Use Of Cookies

Some content or applications, including advertisements, on the Website are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

Email Information

If you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. We provide the same protections for these electronic communications that we employ in the maintenance of information received online, mail, and telephone. This also applies when you register for our website, sign up through any of our forms using your email address or make a purchase on this site. For further information see the email policies below.

Email Policies

We are committed to keeping your e-mail address confidential. We do not sell, rent, or lease our subscription lists to third parties, and will not disclose your email address to any third parties except as allowed in the section titled Disclosure of Your Information.

We will maintain the information you send via email in accordance with applicable federal law.
In compliance with the CAN-SPAM Act, all e-mails sent from our organization will clearly state who the email is from and provide clear information on how to contact the sender. In addition, all e-mail messages will also contain concise information on how to remove yourself from our mailing list so that you receive no further e-mail communication from us.

Our emails provide users the opportunity to opt-out of receiving communications from us and our partners by reading the unsubscribe instructions located at the bottom of any email they receive from us at any time.

Users who no longer wish to receive our newsletter or promotional materials may opt-out of receiving these communications by clicking on the unsubscribe link in the email.

Text Messages (SMS)

If you provide your mobile telephone number and agree to receive text messages, we may send you program reminders, session links, replay links, and promotional messages about our programs and services. These messages may be sent using an automatic telephone dialing system.

Consent to receive marketing text messages is not a condition of purchasing any product or service.

Message frequency varies and will be higher during a live event or program week. Message and data rates may apply. You may opt out at any time by replying STOP to any message, and you may reply HELP for assistance or email support@wakeupjoyful.com. After you reply STOP we will send one confirmation message and will not send you further marketing texts. Mobile carriers are not liable for delayed or undelivered messages.

We do not sell, rent, or share your mobile telephone number or your SMS consent with third parties for their own marketing purposes. We share it only with the service providers who send messages on our behalf.

How And Why We Collect Information

The Company collects your information in order to record and support your participation in the activities you select. If you register to download a book or resources, sign up for our newsletter, and/or purchase a product from us, we collect your information. We use this information to track your preferences and to keep you informed about the products and services you have selected to receive and any related products and/or services.

As a visitor to this Website, you can engage in most activities without providing any personal information. It is only when you seek to download resources and/or register for services that you are required to provide information.

If you are outside the European Union and opt to receive any free resources, participate in any free training programs, register for a webinar, register for a live event, register for a seminar, or purchase any products sold by the Company on this Website, we will automatically enroll you to receive our free email newsletter. If you do not wish to receive this newsletter, you can unsubscribe anytime. We include an "unsubscribe" link at the bottom of every email we send. If you ever have trouble unsubscribing, you can send an email to support@wakeupjoyful.com requesting to unsubscribe from future emails.

If you are in the European Union and opt to receive any free resources, participate in any free training programs, register for a webinar, register for a live event, register for a seminar, or purchase any products sold by the Company on this Website, we will only enroll you to receive our free email newsletter if you affirmatively consent to it. If you do not wish to receive this newsletter, you can unsubscribe anytime. We include an "unsubscribe" link at the bottom of every email we send. If you ever have trouble unsubscribing, you can send an email to support@wakeupjoyful.com requesting to unsubscribe from future emails.

How Do We Use the Information That You Provide to Us?

We use personal information for purposes of presenting our Website and its contents to you, providing you with information, providing you with offers for products and services, providing you with information about your subscriptions and products, carrying out any contract between you and the Company, administering our business activities, providing customer service, and making available other items and services to our customers and prospective customers.

From time-to-time, we may use the information you provide to us to make you offers to purchase products and services provided by third parties in exchange for a commission to be paid to us by such third parties. Should you opt to take part in such promotions, the third parties will receive your information.

From time-to-time, we may use the information you provide to us to display advertisements to you that are tailored to your personal characteristics, interests, and activities.

Disclosure Of Your Information

As a general rule, and except as described in the Your Privacy Rights section below, we do not sell, rent, lease or otherwise transfer any information collected whether automatically or through your voluntary action.

We may disclose your personal information to our subsidiaries, affiliates, and service providers for the purpose of providing our services to you.

We may disclose your personal information to a third party, including a lawyer or collection agency, when necessary to enforce our terms of service or any other agreement between you and the Company.

We may provide your information to any successor in interest in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Company's assets and/or business.

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights or when compelled by a court or other governmental entity to do so.

How Do We Protect Your Information and Secure Information Transmissions?

We employ commercially reasonable methods to ensure the security of the information you provide to us and the information we collect automatically. This includes using standard security protocols and working only with reputable third-party vendors.

Email is not recognized as a secure medium of communication. For this reason, we request that you do not send private information to us by email. However, doing so is allowed, but at your own risk. Some of the information you may enter on our website may be transmitted securely via a secure medium known as Secure Sockets Layer, or SSL. Credit Card information and other sensitive information is never transmitted via email.

The Company may use software programs to create summary statistics, which are used for such purposes as assessing the number of visitors to the different sections of our site, what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

For site security purposes and to ensure that this service remains available to all users, the Company uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

How Long We Keep Your Information

We retain personal data for as long as needed to provide the programs and services you have requested, to maintain your account and program access, to comply with our legal, tax, and accounting obligations, and to resolve disputes and enforce our agreements. When we no longer need personal data for these purposes, we delete it or de-identify it. You may ask us to delete your personal data as described in the section on your privacy rights below.

Your Privacy Rights

Depending on where you live, the law in your state may give you rights concerning your personal data. Where those laws apply to us and to you, you have the right to:
confirm whether we are processing your personal data and to access that data;
correct inaccuracies in your personal data;

delete personal data that you provided to us or that we obtained about you;
obtain a copy of your personal data in a portable, readily usable format, where the processing is carried out by automated means; and

opt out of the processing of your personal data for purposes of targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects concerning you.

How to make a request. You may submit a request in either of the following two ways: send an email to support@wakeupjoyful.com with "Privacy Request" in the subject line, or write to us at the mailing address in the Contact Us section below. We will need enough information to verify that the request is yours, and we may ask you for additional information for that purpose. An authorized agent may submit a request on your behalf with your written permission.

How we respond. We will respond to your request without undue delay and within forty-five (45) days of receipt. We may extend that period once by an additional forty-five (45) days where reasonably necessary, and we will tell you within the first forty-five days if we do and why. There is no charge for your request, unless requests are excessive, repetitive, or manifestly unfounded, in which case we may charge a reasonable fee or decline to act and will tell you why.

Appeals. If we decline to act on your request, you may appeal by replying to our response or by emailing support@wakeupjoyful.com with "Privacy Appeal" in the subject line. We will respond to your appeal in writing within sixty (60) days, and if we deny the appeal we will provide you with a method to contact your state attorney general to submit a complaint.

No discrimination. We will not deny you goods or services, charge you a different price, or provide you a different level of service because you exercised any of these rights.

Targeted advertising and analytics. As described in the sections on cookies and pixels above, we use advertising and analytics technologies that may share online identifiers with third parties, including social media platforms. Under some state privacy laws, this may be treated as targeted advertising or as a "sale" or "sharing" of personal data. You may opt out using the request methods above. Where required by applicable law, we honor recognized universal opt-out preference signals, such as Global Privacy Control, that your browser transmits to us.
Sensitive data. We do not sell sensitive personal data or biometric data, and we do not sell or share mobile telephone numbers or SMS consent.

Policy Changes

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you by email to the email address specified in your account and/or through a notice on the Website home page. The date the privacy policy was last revised is identified at the bottom of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for

any changes.

Visitors' GDPR Rights

If you are within the European Union or the United Kingdom, you are entitled to certain information and have certain rights under the General Data Protection Regulation and equivalent United Kingdom law. Those rights include the following.

You have the right to request access to the data the Company stores about you, and the right to have your personal data rectified or erased.

You have the right to seek restrictions on the processing of your data.

You have the right to object to the processing of your data and the right to the portability of your data.

To the extent that you provided consent to the Company's processing of your personal data, you have the right to withdraw that consent at any time, without affecting the lawfulness of processing based upon consent that occurred prior to your withdrawal of consent.

You have the right to lodge a complaint with a supervisory authority that has jurisdiction over issues related to the General Data Protection Regulation.

We require only the information that is reasonably required to enter into a contract with you. We will not require you to provide consent for any unnecessary processing as a condition of entering into a contract with us.

We will retain any information you choose to provide to us until the earlier of: (a) you asking us to delete the information, (b) our decision to cease using our existing data providers, or (c) the Company decides that the value in retaining the data is outweighed by the costs of retaining it.

We use your personal data to make the following automated decisions: recurring payments for monthly membership. We use the following logic to make those automated decisions: if you have chosen to have a monthly membership you have agreed to this by signing a proper agreement with Alana Palm. These decisions can affect your rights in the following ways: you have a continuous subscription for the time you have agreed to in writing.

Contact Us

The Company welcomes your questions or comments regarding the Privacy Policy:
Wake Up Joyful LLC
5900 Balcones Drive, Suite 100
Austin, Texas 78731
Email Address: support@wakeupjoyful.com
Effective as of October 21, 2026.