



Olive Branch Caregiving — Privacy Policy

Effective date: September 30, 2026

Last updated: September 30, 2026

Olive Branch Caregiving, LLC ("we," "us," or "our") respects the trust you place in us when you share your caregiving journey. This Privacy Policy explains what information we collect, how we use it, who helps us provide the Services, and the choices you have. It applies to our websites, Talk to the Olive, the Leaf Library, memberships, courses, and printed materials (the "Services").

The short version: we collect only what we need to serve you, we never sell, rent, or monetize your personal or caregiving information, and we share it only with the service providers that make the Services work.

1. Information We Collect

Information you give us:

- **Account information:** your name, email address, and password (stored in encrypted, hashed form — we cannot see it).
- **Purchases and memberships:** your plan, purchase history, and subscription status. For printed materials, your billing and shipping address. Card details are entered directly with our payment processor, Stripe; we never see or store your full card number.
- **Free resources and sign-ups:** your first name and email address when you request checklists or guides, join a free trial, or ask to be notified about the Master Class. If you start a free trial, we may also ask for an optional phone number and your text-message and communication preferences.
- **Conversations with Talk to the Olive:** the messages (typed or spoken) you share with the Olive.
- **Leaf Library searches:** the questions you type into the Leaf Library search. These are saved **without your name or email** to help us improve the library.
- **Feedback and surveys:** ratings, comments, and votes you choose to send us.

Information collected automatically:

- **Usage information:** basic records such as daily usage counts (used to apply fair-use limits) and sign-in activity.

- **Analytics:** we use Google Analytics to understand how visitors use our website. It collects device, browser, pages visited, and approximate location based on IP address, using cookies.

2. How We Use Your Information

We use your information to:

- Create and manage your account and give you access to the plans you've purchased
- Process payments, ship printed materials, and send receipts and renewal reminders
- Provide Talk to the Olive and the Leaf Library
- Deliver the free checklists, guides, and updates you requested
- Respond to your questions and support requests
- Improve our Services, content, and website
- Protect the security of the Services and prevent fraud or misuse
- Meet legal, tax, and accounting obligations

3. Who We Share It With

We do not sell, rent, or monetize your personal or caregiving information, and we do not share it with advertisers. We share information only with service providers who help us run the Services, and only as needed for them to do that work:

Service provider	Purpose	What they receive
Abacus.AI	Website and app hosting, database, AI for Talk to the Olive and the Leaf Library, and email delivery	Account and purchase records, Olive conversations, Leaf searches, and email addresses for messages we send
Stripe	Payment processing, sales tax, and billing-related emails (such as receipts and renewal reminders)	Name, email, billing and shipping address, and payment details
Google Analytics	Website analytics	Device, browser, usage, and approximate location data (via cookies)
Calendly	Scheduling	The details you enter in the booking form

These providers handle your information under their own privacy and security terms. We may also disclose information if required by law, to protect the rights and safety of our users or others, or as part of a sale or transfer of our business (in which case this policy would continue to apply to your information).

Links to other websites (for example, social media or partner organizations) are governed by those sites' own privacy policies.

4. Talk to the Olive and Sensitive Information

Conversations with the Olive are processed by our AI provider to generate responses. Please share only what you are comfortable sharing, and **never enter full Social Security numbers, banking credentials, or private legal identification numbers**. Talk to the Olive is an educational companion, not a medical provider, and is not covered by HIPAA.

5. Email and Text Messages

If you request free resources, we will send the checklists, guides, and updates you asked for. You can unsubscribe at any time by replying "unsubscribe" to any email or contacting us. We will still send essential account messages, such as receipts and renewal reminders, while you have an active plan. We send text messages only if you have opted in, and you can opt out at any time.

6. How Long We Keep Information

We keep account and purchase information while your account is active and as long as needed for legal, tax, and accounting purposes. Email-list information is kept until you unsubscribe or ask us to delete it. You may ask us to delete your account and personal information at any time (see Your Choices below); we may keep limited records where the law requires it.

7. Security

We use reasonable safeguards to protect your information, including encrypted connections (HTTPS), hashed passwords, and access limited to those who need it. No online service can be guaranteed to be 100% secure, so please keep your password private.

8. Your Choices and Rights

You may ask us to:

- See a copy of the personal information we hold about you
- Correct information that is inaccurate
- Delete your account and personal information
- Stop sending you marketing emails

Email TalktotheOlive@OliveBranchCaregiving.com and we will respond within 30 days. Depending on where you live, you may have additional rights under your state's law, and we will honor them.

9. Children

The Services are intended for adults 18 and older. We do not knowingly collect personal information from children under 13. If you believe a child has provided us information, please contact us and we will delete it.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be posted here with a new "Last updated" date.

11. Contact

Olive Branch Caregiving, LLC
PO Box 25, Chillicothe, OH 45601
Email: TalktotheOlive@OliveBranchCaregiving.com
Web: OliveBranchCaregiving.com

Remember to love each other. 