
Privacy Policy & Disclaimer

Last updated: October 2025

Arwenora (“we,” “us,” “our”) is committed to protecting your privacy and treating your personal information with respect and care. This policy explains what we collect, how we use it, and your choices. By using our website or services, you agree to the terms below.

1. Who We Are

Arwenora is a Canadian-based wellness company founded by Jeanette Brown, offering pilates movement education and hypopressive training for women.

Location: Toronto, Ontario, Canada

Contact: jeanette@arwenora.com

2. Information We Collect

We may collect the following information when you interact with us:

- **Personal details** (name, email address, phone number)
 - **Optional health information** shared in consultations or intake forms
 - **Technical data** (IP address, browser type, pages visited) collected automatically through analytics tools
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3. How We Collect Information

- Website and program forms (including Kartra pages)
- Email subscriptions and downloads

- Payment or booking platforms (Kartra, Stripe, PayPal)
 - Cookies and analytics services (Google Analytics, YouTube)
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4. How We Use Your Information

- To deliver coaching programs, classes, and resources
- To communicate with you about bookings, updates, and promotions (only with your consent)
- To process payments securely
- To improve our website and client experience

We rely on your consent, legitimate interest, or the performance of a contract to process data as permitted by law.

5. Sharing Your Data

We never sell your personal information.

We share limited data with trusted third-party providers who help us operate our business, including:

- **Email & marketing:** Kartra
- **Payments:** Stripe, PayPal
- **Scheduling & video:** Zoom
- **Analytics & ads:** Google, YouTube, Meta

Each service maintains its own privacy and security safeguards.

6. Data Storage & Security

Your information is stored on secure, password-protected systems located in Canada, the U.S., or other jurisdictions where our service providers operate. We use encryption, limited access, and two-factor authentication where available.

7. Email Consent & Unsubscribe

By joining our mailing list or downloading a resource, you consent to receive occasional emails from Arwenora. You may unsubscribe at any time by clicking the link in any email or by contacting us at jeanette@arwenora.com.

8. Cookies & Analytics

Cookies help us understand how visitors use our site so we can improve it. You can disable cookies in your browser at any time. Analytics data is aggregated and does not personally identify you.

9. Your Rights

You may request to:

- Access the personal data we hold about you
- Correct or delete that data
- Withdraw consent for marketing at any time

To exercise these rights, email jeanette@arwenora.com. We will respond within 30 days.

10. International Visitors

If you visit our site from outside Canada, please note that your information may be transferred to and processed in Canada and other countries where our service providers are located.

11. Children's Privacy

Our services and programs are intended for adults aged 18 and over. We do not knowingly collect personal information from children.

12. Changes to This Policy

We may update this policy periodically. The latest version will always appear on this page, with the "Last updated" date above.

Disclaimer

The information provided by Arwenora, including all website content, videos, programs, and communications, is for **educational and informational purposes only**. It is **not medical advice**, diagnosis, or treatment.

Always consult a qualified healthcare professional before beginning any new exercise or wellness program, particularly if you have an existing medical condition or are pregnant. Participation in our programs is voluntary, and you assume full responsibility for your health and safety.

While every effort is made to provide accurate and up-to-date information, Arwenora makes no warranties or guarantees of specific results. By using this website and participating in our services, you acknowledge and agree to this disclaimer.

Contact

Questions about this Privacy Policy or Disclaimer?
Email us jeanette@arwenora.com.

