

QUIET PEN ARTISTRY

Privacy Policy

quietpenartistry.com

Effective Date: April 2026

Last Updated: May 2026

1. INTRODUCTION

Quiet Pen Artistry ('QPA', 'we', 'us', or 'our') is a custom design content editing business based in the United States. We create custom branded workbooks, journals, and guidebooks for coaches, consultants, retreat planners, wellness leaders, spiritual communities, educators, and corporate event planners.

This Privacy Policy explains what personal information we collect, how we use it, who we share it with, how long we keep it, and what rights you have regarding your data. By visiting our website, submitting a form, entering a giveaway, or booking a discovery call with QPA, you agree to the practices described in this policy.

Because we serve clients both in the United States and internationally, we have written this policy to address the requirements of multiple privacy frameworks, including the California Consumer Privacy Act (CCPA), and, to the best extent practicable, the General Data Protection Regulation (GDPR) for visitors and clients based in the European Union or the United Kingdom.

2. INFORMATION WE COLLECT

We collect personal information only when you voluntarily provide it to us. We do not collect data through passive tracking beyond standard website cookies (see Section 8). The following table describes exactly what we collect and why.

COLLECTION POINT	DATA COLLECTED	WHY WE COLLECT IT	STORED IN
Free Resources	Full name, email address	To deliver the free resource	Airtable, MailerLite
Discovery Call Booking (Setmore)	Full name, email address, phone number	To schedule and confirm your discovery call and send appointment reminders	Setmore
Intake Form (Pre-Meeting)	Full name, email address, phone number, project details, audience description, brand	To prepare for your discovery call and create a tailored project proposal	Airtable

	details, timeline, and any other information you voluntarily share		
Lead Magnet Download	Full name, email address	To deliver the free resource and add you to our email list with your consent	MailerLite
Email Marketing (MailerLite)	Email address, first name	To send you educational content, QPA updates, and discovery call invitations	MailerLite
Payment Processing (Stripe)	Payment details, billing name, billing address	To process your deposit and project payments securely. QPA does not store payment card data directly.	Stripe
Discovery Call (Zoom / Google Meet)	Meeting content, any information shared verbally or in writing during the call	To discuss your project and provide an accurate proposal	Google Meets

3. HOW WE USE YOUR INFORMATION

We use the personal information you provide solely for the following purposes:

- To respond to your inquiry and prepare for your discovery call
- To schedule, confirm, and send reminders for your discovery call via Setmore
- To deliver the free resource or lead magnet you requested
- To send you email communications you have opted into, including educational content and project updates, via MailerLite
- To create a custom project proposal tailored to your specific needs
- To process deposits and project payments securely via Stripe
- To administer giveaways, notify winners, and deliver prizes
- To improve our services, website, and client experience

We do not use your personal information for any automated decision-making, profiling, or purposes beyond those listed above without your explicit consent.

4. HOW WE SHARE YOUR INFORMATION

Quiet Pen Artistry does not sell, rent, or share your personal information with third parties for their marketing purposes. Ever.

We share your information only with the service providers that directly power QPA's operations. Each provider is bound by their own privacy policy and data processing terms. We have listed each provider, their role, and their privacy policy below.

SERVICE PROVIDER	ROLE & DATA PROCESSED	PRIVACY POLICY
Airtable	Stores giveaway entries and intake form responses (name, email, phone, project details).	airtable.com/privacy
MailerLite	Email marketing. Store's name and email. Sends automated nurture sequences.	maileroite.com/legal/privacy-policy

Setmore	Virtual meetings scheduling. Store's name, email, and phone for booking and reminders.	setmore.com/privacy
Zapier	An automation tool that transfers data between Airtable, MailerLite, and Setmore.	zapier.com/privacy
Stripe	Payment processing. Handles billing information for deposits and project payments.	stripe.com/privacy
Zoom / Google Meet	Video conferencing for virtual meetings. Governed by the respective platform's policy.	zoom.us/privacy / policies.google.com

We may also disclose your information if required to do so by law, court order, or governmental authority, or if we believe in good faith that such disclosure is necessary to protect the rights, property, or safety of QPA, our clients, or others.

5. EMAIL MARKETING & YOUR CONSENT

Quiet Pen Artistry sends email communications through MailerLite. You will only receive marketing emails from us if you have explicitly opted in by one of the following actions:

- Downloading a free resource or lead magnet from our website
- Entering a QPA giveaway and checking the opt-in box on the entry form
- Manually subscribing to our email list

What We Send

- Educational content about workbook design, post-event engagement, and branded resources
- Updates about QPA services, new packages, and offerings
- Occasional invitations to book a free discovery call
- Giveaway announcements and winner notifications

Unsubscribing

You may unsubscribe from QPA marketing emails at any time by clicking the 'Unsubscribe' link at the bottom of any email we send. Once unsubscribed, you will be removed from all marketing communications within 10 business days. You may still receive transactional emails related to an active project or booking.

6. DATA RETENTION

We retain your personal information indefinitely unless you request its deletion. This allows us to maintain accurate records of past projects, respond to any future inquiries, and provide continuity of service if you return as a client.

You may request deletion of your personal information at any time by contacting us at the email address listed in Section 10. Upon receiving a verified deletion request, we will remove your data from our systems and, where technically feasible, request that our third-party service providers delete it within 30 days.

We may retain some information beyond your deletion request if required by law, to resolve disputes, or to enforce our agreements.

7. YOUR PRIVACY RIGHTS

Depending on where you are located, you may have specific rights regarding your personal information. We honor all of the following rights regardless of your location:

For All Visitors & Clients

- Right to Access: You may request a copy of the personal information we hold about you.
- Right to Correction: You may request that we correct any inaccurate or incomplete information.
- Right to Deletion: You may request that we delete your personal information from our systems.
- Right to Opt Out: You may unsubscribe from marketing emails at any time.
- Right to Data Portability: You may request your data in a commonly used, machine-readable format.

For California Residents (CCPA)

If you are a California resident, you have the right to know what personal information we collect about you, whether we sell or disclose it (we do not sell it), and to request deletion. To exercise these rights, contact us at the email address in Section 10. We will not discriminate against you for exercising any of your CCPA rights.

For EU / UK Residents (GDPR)

If you are located in the European Union or the United Kingdom, the legal basis for processing your personal information is your consent (for marketing communications) and the performance of a contract (for project-related processing). You have the right to withdraw consent at any time without affecting the lawfulness of prior processing. You also have the right to lodge a complaint with your local data protection authority.

To exercise any of your privacy rights, please contact us at info@quietpenartistry.com. We will respond to all verified requests within 30 days.

8. COOKIES & TRACKING TECHNOLOGIES

Quiet Pen Artistry's website is hosted on GitHub Pages. The site uses cookies, small text files stored on your device, to make the website function properly, remember your preferences, and understand how visitors use the site.

Types of Cookies Used

- Essential Cookies: Required for the website to function. These cannot be disabled. They include session cookies that keep you logged in during a visit.
- Analytics Cookies: Used to understand how visitors interact with the site (e.g., pages visited, time on site). This data is aggregated and anonymous.
- Third-Party Cookies: Tools embedded in or linked from the site, such as MailerLite sign-up forms, may set their own cookies, which are governed by their respective privacy policies.

By continuing to use our website, you consent to the use of cookies as described above. Most browsers allow you to control cookies through their settings. Disabling essential cookies may affect how the website functions.

9. DATA SECURITY

We take reasonable precautions to protect your personal information from unauthorized access, loss, or misuse. These precautions include:

- Using reputable, industry-standard third-party services (Airtable, MailerLite, Setmore, Stripe) that maintain their own security protocols
- Limiting access to your personal information to only ourselves and the service providers who need it to operate QPA
- Not storing payment card details directly — all payment processing is handled by Stripe, which maintains PCI-DSS compliance.

No method of data transmission or storage is 100% secure. While we take reasonable steps to protect your information, we cannot guarantee absolute security. In the event of a data breach that affects your rights or freedoms, we will notify you as required by applicable law.

10. CONTACT US

If you have any questions about this Privacy Policy, wish to exercise any of your privacy rights, or want to request access, correction, or deletion of your personal information, please contact us:

Quiet Pen Artistry

Email: info@quietpenartistry.com

Website: quietpenartistry.com

We will respond to all privacy-related requests within 30 days of receipt. For complex requests, we may notify you that we need additional time, up to 60 days in total.

11. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make material changes, we will update the 'Last Updated' date at the top of this document and, where appropriate, notify you by email.

We encourage you to review this policy periodically. Your continued use of our website or services after any changes constitutes your acceptance of the updated policy.