

Terms and Conditions, Disclaimer, and Privacy Policy

Effective Date: May 15, 2026 | hello@hyphensandspaces.com | www.hyphensandspaces.com

These documents govern your use of all services offered by Hyphens and Spaces LLC, including but not limited to culture and team development, DEIB consulting, HR strategy and support, fractional consulting, leadership coaching, advisory hours, and the Work Smarter: AI for HR and Culture Teams engagement. By purchasing or engaging with any Hyphens and Spaces LLC service, you agree to these terms.

PART 1: TERMS AND CONDITIONS

1. Services

Hyphens and Spaces LLC provides organizational development, culture consulting, HR strategy, DEIB consulting, fractional leadership, leadership coaching, advisory services, and AI readiness engagements to mission-driven organizations. Specific deliverables, timelines, and scope are defined at the time of purchase or engagement. All services are delivered remotely unless otherwise agreed in writing.

2. Scheduling and Timelines

Engagements must be scheduled within the timeframe specified at the time of purchase. For project-based engagements, delivery timelines begin only after all required client materials, intake calls, and questionnaires have been completed. Hyphens and Spaces LLC is not responsible for delays caused by a client's failure to provide required information or complete required steps in a timely manner.

3. Revisions and Deliverables

Unless otherwise specified, one revision round is included in project-based engagements. Revision requests must be submitted within 7 business days of receiving deliverables. Additional revisions beyond what is included will be scoped and billed separately. All deliverables are provided in the format specified at the time of engagement.

4. Overage Policy

Engagements that include a defined number of consulting hours will be subject to an overage fee for any work exceeding the included hours. Clients will always be notified before overage charges are applied and must provide approval before additional work proceeds.

5. Payment and Refunds

Payment is due in full at the time of purchase unless a payment plan has been agreed upon in writing. All prices are listed in US Dollars. Refunds are considered on a case-by-case basis. To request a refund, contact hello@hyphensandspaces.com with the reason for the request. Refund eligibility is determined at the sole discretion of Hyphens and Spaces LLC based on the stage of the engagement and work already completed.

6. Nonprofit and Mission-Driven Pricing

Adjusted pricing for qualifying nonprofit and mission-driven organizations is available on a case-by-case basis and must be confirmed in writing prior to purchase. Adjusted pricing cannot be applied retroactively.

7. Intellectual Property

All deliverables produced for a client become the property of the client upon receipt of full payment and may be used for internal organizational purposes. All frameworks, methodologies, assessment tools, questionnaire structures, templates, and processes used by Hyphens and Spaces LLC remain the exclusive intellectual property of Hyphens and Spaces LLC. Clients may not reproduce, resell, or distribute these materials without express written permission.

8. Confidentiality

Hyphens and Spaces LLC treats all client information as confidential and will not disclose it to third parties except as required to deliver services or as required by law. Clients agree to keep any proprietary Hyphens and Spaces LLC materials and methodologies confidential.

9. AI Tools Disclosure

Hyphens and Spaces LLC uses artificial intelligence tools in its internal operations, including in the research, drafting, and preparation of client deliverables. All AI-assisted work is reviewed, edited, and approved by a human consultant before delivery.

10. Legal Review Partner Disclosure

Certain engagements include a legal review component performed by Pamela Rosario Law, an independent third-party legal partner. This review is limited in scope to the documents specified in each engagement and does not constitute comprehensive legal advice or establish an attorney-client relationship. Hyphens and Spaces LLC is not a law firm and does not provide legal advice.

11. Limitation of Liability

To the fullest extent permitted by law, Hyphens and Spaces LLC shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from the use of our services. Our total liability for any claim shall not exceed the amount paid by the client for the specific engagement in question.

12. Governing Law

These Terms are governed by the laws of the State of Georgia, United States. Disputes that cannot be resolved through good-faith negotiation shall be subject to binding arbitration in the State of Georgia. International clients agree to these terms as a condition of engagement.

13. Modifications

Hyphens and Spaces LLC reserves the right to update these Terms at any time. Updated terms will be posted on our website with a revised effective date. Continued use of our services constitutes acceptance of updated terms.

PART 2: DISCLAIMER

14. General Disclaimer

All information, assessments, reports, playbooks, and recommendations provided by Hyphens and Spaces LLC are for general informational and organizational planning purposes only. They do not constitute legal, financial, regulatory, or compliance advice.

15. No Legal Advice

Hyphens and Spaces LLC is not a law firm. Where legal review is included in an engagement, it is performed by an independent legal partner and is limited in scope to the documents submitted for review. Clients are encouraged to seek independent legal counsel for matters requiring comprehensive legal analysis.

16. No Guarantee of Outcomes

Deliverables are based on information provided by the client. Hyphens and Spaces LLC does not guarantee specific outcomes or results. Organizational outcomes depend on many factors outside our control including leadership commitment, resource availability, staff adoption, and evolving technology and regulation.

17. AI and Technology Disclaimer

The field of artificial intelligence is rapidly evolving. Tool recommendations and policy guidance reflect the state of AI technology at the time of the engagement and may not remain current as technology and regulations change. Clients are responsible for monitoring developments in their applicable jurisdiction.

18. Third-Party References

References to third-party tools, platforms, or resources do not constitute an endorsement. Clients should conduct their own due diligence before adopting any recommended tool or platform.

19. International Clients

Work products are developed primarily within the context of United States law and organizational practice. International clients are responsible for ensuring that recommendations are reviewed and adapted for compliance with the laws of their applicable jurisdiction.

PART 3: PRIVACY POLICY

20. Information We Collect

We may collect the following information when you engage with Hyphens and Spaces LLC:

- **Contact and organizational information:** name, title, organization, email address, and phone number
- **Billing information:** processed securely through our payment platform
- **Engagement information:** details shared during intake calls, questionnaires, and the course of service delivery
- **Website data:** browser type, IP address, pages visited, and navigation patterns collected automatically

21. How We Use Your Information

We use client information to deliver services, communicate about engagements, process payments, improve our offerings, and send marketing communications to clients who have opted in. You may opt out of marketing communications at any time.

22. How We Share Your Information

We do not sell your personal information. We may share information with:

- **Pamela Rosario Law:** for legal review components of applicable engagements, subject to professional confidentiality obligations
- **Kajabi:** for purchase processing and client communications
- **Google Workspace and Google Analytics:** for communications, document storage, questionnaire delivery, and website analytics
- **AI tools including Claude by Anthropic:** for internal drafting and research; client-specific information is handled with care and all output is reviewed by a human before delivery
- **Legal authorities:** if required by law, court order, or to protect the safety of our clients or business

23. Data Retention and Security

We retain client information for a minimum of 3 years following the close of an engagement, or as required by law. We take reasonable technical and organizational measures to protect your information. No method of storage or transmission is completely secure and we cannot guarantee absolute security.

24. Your Rights

Depending on your location, you may have the right to access, correct, delete, or export your personal information, and to opt out of marketing communications. EU and UK clients may have additional rights under GDPR. California clients may have additional rights under CCPA. To exercise any of these rights, contact hello@hyphensandspaces.com.

25. Cookies

Our website uses cookies and Google Analytics to improve user experience and monitor performance. You may adjust your browser settings to refuse cookies, though some features may not function properly.

26. International Data Transfers

Hyphens and Spaces LLC is based in the United States. Clients outside the US acknowledge that their information may be transferred to and processed in the United States. We take appropriate steps to ensure international data transfers comply with applicable law.

27. Children's Privacy

Our services are intended for organizational professionals. We do not knowingly collect information from individuals under 18. If you believe we have done so inadvertently, contact us immediately at hello@hyphensandspaces.com.

28. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Material changes will be communicated to active clients by email. Continued use of our services after updates constitutes acceptance of the revised policy.

Contact Us

For questions about any of these documents, contact Hyphens and Spaces LLC at:
Email: hello@hyphensandspaces.com | Website: www.hyphensandspaces.com