

Dream Talk Management

POLICIES & COMMITMENTS

Dream Talk Management

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Dream Talk Management

PRIVACY POLICY

Effective Date: Jan 1st, 2025 Last Updated: Nov 20th, 2026

1. WELCOME

Dream Talk Management ("DTM," "we," "our," or "us") is a business name of The Woods Sister LLC. We plan events and design websites and digital content for mission-driven organizations and leaders. We respect your privacy and want to be clear about what we do with your information. This policy applies to our website, www.dreamtalkmanagement.com, and to the services we provide.

2.INFORMATION WE COLLECT

- **Information you give us.** This includes your name, email address, phone number, organization, billing address, and details about your event or project. You may share it through our contact form, email, contracts, or planning conversations.
- **Event and guest information.** To plan events, we may receive guest lists, dietary and allergy needs, accessibility requests, and other preferences. Some of this can be sensitive. We collect only what we need to make an event safe and welcoming, and we use it only for that event.
- **Payment information.** Payments are processed by Stripe. We do not see or store your full card number.
- **Information collected automatically.** When you visit our website, we may collect your browser type, device information, IP address, pages visited, and approximate location, using cookies and similar tools.
- **Client materials.** If we are building or updating a website or content for you, you may give us logos, text, images, logins, and files. We treat these as confidential.

3. HOW WE USE YOUR INFORMATION

- To respond to inquiries and provide our services
- To prepare contracts, invoices, and payments
- To coordinate with venues, caterers, and other vendors on your behalf
- To send service updates and, if you've opted in, news and promotions (see our Communications and Email Policy)
- To improve our website and understand how it's used
- To keep our business secure and meet legal obligations

Dream Talk Management

PRIVACY POLICY

4. HOW WE SHARE YOUR INFORMATION

We do not sell your personal information. We share it only as needed to run our business and deliver services:

- Service providers: Stripe (payments), Google (email, scheduling, and cloud storage), OpenSign (contracts), MailerLite (email newsletters), WordPress and DreamHost (website and analytics).
- Event vendors: venues, caterers, entertainers, photographers, and other partners, but only the information they need to do their part, such as headcount, dietary needs, and timing.
- Legal and safety: when required by law, or to protect the rights and safety of others.
- Business changes: if our business is sold or restructured, information may transfer to the new owner under the same protections.

These providers have their own privacy policies, and we choose partners we trust.

5. COOKIES AND DO NOT TRACK

We use cookies to keep our site working and to understand traffic. You can control cookies through your browser settings. Some browsers send a “Do Not Track” signal.

6. EMAIL AND MARKETING

We send marketing emails only to people who sign up or have asked to hear from us. You can unsubscribe at any time using the link in any email. Service-related messages about an active project may still be sent.

7. PHOTOS AND VIDEO

We may take photos or video at events we plan. How we ask for consent and share that content is covered in our Social Media Policy and in your event contract.

8. HOW LONG WE KEEP INFORMATION

We keep information only as long as we need it for the purposes above, including contract, tax, and legal requirements

Dream Talk Management

PRIVACY POLICY

9. SECURITY

We use reasonable safeguards, including password protection and secure, reputable platforms, to protect your information. No system is perfectly secure, so we can't guarantee absolute security. If we ever learn of a data breach that affects you, we will notify you as required by law.

10. YOUR PRIVACY CHOICES AND RIGHTS

We offer the following choices to everyone, no matter where you live. Depending on your state, you may also have legal rights, including under California law. You can ask us to:

- Tell you what personal information we hold about you
- Correct information that is wrong
- Delete your information, subject to legal and contractual obligations
- Stop sending you marketing communications
- Provide a copy of your information in a portable format

To make a request, email info@dreamtalkmanagement.com. We may need to verify your identity first, and we aim to respond within 45 days. We will never treat you differently for exercising your privacy rights.

California residents: We do not share your personal information with other companies for their own marketing purposes.

11. CHILDREN'S PRIVACY

Our website and services are intended for adults and organizations. We do not knowingly collect personal information from children under 13. If you believe a child has given us information, contact us, and we'll delete it.

12. THIRD-PARTY LINKS

Our website, social media, and bio site link to other sites and platforms. They have their own privacy practices, and we aren't responsible for them.

Dream Talk Management

PRIVACY POLICY

13. CHANGES TO THIS POLICY

We may update this policy from time to time. We'll post the new version with an updated date, and for significant changes we'll make that clear on our website.

14. CONTACT US

Dream Talk Management, a business name of The Woods Sister LLC
Reach out to us through email: info@dreamtalkmanagement.com

Dream Talk Management

COMMUNICATIONS AND EMAIL POLICY

Effective Date: Jan 1st, 2025 Last Updated: Nov 20th, 2026

1. OUR APPROACH

At Dream Talk Management ("DTM," "we," "our," or "us"), a business name of The Woods Sister LLC, we believe good communication is part of good planning and good design. This policy explains how we contact you, how you can reach us, and the choices you have. It works alongside our Privacy Policy.

2. TYPES OF MESSAGES WE SEND

- **Service messages.** These relate to a project or event you've hired us for, such as proposals, contracts, invoices, scheduling, planning updates, and design feedback. You'll receive these as part of working with us, even if you've unsubscribed from marketing.
- **Marketing messages**. These include our newsletter, news about services, and announcements. We send them only to people who have signed up or asked to hear from us. We never add people to our email list without their permission.
- **Responses to inquiries.** If you contact us through our website, email, or social media, we'll use the contact details you provide to reply.

3. OUR EMAIL PRACTICES

- We use MailerLite to send newsletters and marketing emails.
- Every marketing email includes a clear way to unsubscribe and our mailing address.
- We process unsubscribe requests promptly, and no later than 10 business days.
- We don't sell, rent, or trade our email list.
- We aim to send marketing emails no more than three times a month

4. CHANGING YOUR PREFERENCES

You can unsubscribe at any time using the link at the bottom of any marketing email, or by emailing info@dreamtalkmanagement.com. You may also ask to update your contact details or have your information deleted, as described in our Privacy Policy.

5. CONTACTING US

Email: info@dreamtalkmanagement.com

Dream Talk Management

COMMUNICATIONS AND EMAIL POLICY

5. CONTACT US

Email: info@dreamtalkmanagement.com

We aim to respond to inquiries within 1–4 business days. For active clients, response times and preferred channels will be set in your project contract. Please don't send sensitive information, such as payment card numbers or passwords, through social media or unsecured messages.

6. COMMUNICATING WITH YOUR GUESTS

When we handle guest communication or registration for your event, we'll send messages on your behalf, such as invitations, reminders, and logistics. We use guest information only for that event, as described in our Privacy Policy, and we'll send no marketing to guests unless they opt in separately.

7. TEXT MESSAGES AND PHONE CALLS

We may text you about scheduling or time-sensitive event logistics only if you've provided your mobile number for that purpose. We don't send marketing texts. Reply STOP at any time to opt out.

We may record video calls or meetings only with the consent of everyone on the call, and we'll always tell you first.

8. PROTECTING YOUR PAYMENTS AND INFORMATION

Fraudsters sometimes impersonate vendors or planners to redirect payments. To protect you:

- We will never change our payment instructions by email alone. If you receive a message asking you to send payment to a new account, contact us at info@dreamtalkmanagement.com before paying.
- Our invoices and payment links come through Stripe, or as stated in your contract.
- We will never ask you for your password by email or message.

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COMMUNICATIONS AND EMAIL POLICY

9. CONFIDENTIALITY

We treat what you share with us as confidential. We share details only with the vendors and partners needed to deliver your event or project, and only what they need.

10. CHANGES TO THIS POLICY

We may update this policy from time to time. We'll post the new version with an updated date.

Dream Talk Management

TERMS OF SERVICE

Effective Date: Jan 1st, 2025 Last Updated: Nov 20th, 2026

1. WELCOME

These Terms of Service ("Terms") apply to your use of www.dreamtalkmanagement.com (the "Site"), which is operated by Dream Talk Management ("DTM," "we," "our," or "us"), a business name of The Woods Sister LLC. By using the Site, you agree to these Terms. If you don't agree, please don't use the Site.

2. OUR SERVICES AND CLIENT CONTRACTS

The Site tells you about our event planning and digital design services. Nothing on the Site is a binding offer or contract. When you hire us, our work is governed by a separate written agreement that sets out the scope, pricing, payment terms, deposits, cancellation and rescheduling, unforeseen circumstances, and other details. If these Terms and a signed client contract conflict, your signed contract controls.

Descriptions of services, examples of past work, and any pricing information on the Site are general and may change.

3. USING THE SITE

You agree to use the Site lawfully and respectfully. Please don't:

- Break any law or violate anyone's rights
- Try to access parts of the Site you aren't authorized to use, or interfere with how it works
- Introduce viruses, malware, or harmful code
- Copy or scrape the Site's content by automated means without our written permission
- Use the Site to send spam or false, misleading, or harassing messages
- Pretend to be someone else, or submit information that isn't yours to share

We may restrict access to the Site if these rules are broken.

TERMS OF SERVICE

4. OUR CONTENT AND INTELLECTUAL PROPERTY

The Site's text, designs, graphics, logos, photos, and other materials belong to DTM or are used with permission. The name "Dream Talk Management," our logo, and our motto ("Take your dream beyond the talk") are ours.

You may view the Site and share links to it. You may not copy, reproduce, modify, or use our content for commercial purposes without our written permission. Social media sharing is welcome as described in our Social Media Policy.

Client work. Ownership of designs, websites, and materials we create for clients is set out in each client contract. We may show completed work in our portfolio unless your contract says otherwise.

5. WHAT YOU SEND US

If you send us a message, inquiry, or other content through the Site, you confirm it is accurate and that you have the right to share it. We'll use your information as described in our Privacy Policy. Sending us an inquiry doesn't create a client relationship or confidentiality obligation until we agree to work together in writing, so please don't include sensitive information in a first message.

6. CLIENT PORTAL

The Client Portal is a private area for current DTM clients to view project information, share files, review documents, and communicate with us.

Accounts. Access is by invitation only. You agree to give accurate information, keep your login details confidential, and tell us right away at info@dreamtalkmanagement.com if you think your account has been accessed without permission. You're responsible for activity under your account, including by team members you invite. Please don't share one login among several people.

Your content. You keep ownership of the files, text, and materials you upload. You give us permission to use them only to provide your services, and you confirm you have the right to share them. Please don't upload anything unlawful, harmful, or that infringes someone else's rights.

TERMS OF SERVICE

Confidentiality and security. We treat what's in your portal as confidential, as described in our Privacy Policy and your contract. We use reasonable safeguards, but please don't upload highly sensitive information, such as government ID numbers or full payment card details, unless we've asked you to through a secure method.

Project documents. Proposals, contracts, and invoices in the portal are governed by your client contract. Signing and payment tools may be provided by third parties such as OpenSign and Stripe.

Access and removal. We may suspend or end portal access if these Terms are broken or if your contract ends. We will keep your project files available for 90 days after your project ends. Please download anything you need before then.

7. ONLINE SHOP

Our shop offers digital downloads. Purchases from the shop are separate from custom services, which are handled by contract.

Orders and pricing. Prices are in U.S. dollars and may change without notice. We may cancel or refuse an order if there is a pricing error, a product is unavailable, or we suspect fraud. If we cancel an order you've already paid for, we'll refund you in full.

Payment. Payments are processed securely by Stripe, so we never see or store your full card number. By placing an order, you confirm you're authorized to use the payment method.

Taxes. Sales tax is added where required by law.

Digital products. When you buy a digital product, you receive a personal, non-transferable license to use it for your own or your organization's internal use. You may not resell, redistribute, share, or publish it, or claim it as your own.

Returns and refunds. See our Shop Policy,

Dream Talk Management

SHOP POLICY

Effective Date: Jan 1st, 2025 Last Updated: Nov 20th, 2026

1. WHAT WE SELL

Our shop offers digital downloads, including planners, journals, and ebooks, created by Dream Talk Management, a business name of The Woods Sister LLC. These are digital products only. Nothing is shipped.

2. DELIVERY

After your payment is confirmed, you'll receive a download link by email and in your account. Please save your files in a safe place. If you don't receive your download within 24 hours, check your spam folder, then email us at info@dreamtalkmanagement.com.

3. ALL SALES ARE FINAL

Because digital products can't be returned, all sales are final and we don't offer refunds or exchanges. Please review product descriptions and any previews before you buy.

4. WHEN WE WILL MAKE IT RIGHT

We want you to have a product that works. If there's a problem with your purchase, contact us within 7 days and we'll fix it, replace it, or, at our discretion, refund you. This applies if:

- The file is corrupted, missing, or won't open
- You were charged more than once for the same product
- The product is materially different from how it was described

Please include your order number and a short description (or screenshot) of the problem. Issues caused by your device, software, or printer settings, or simply changing your mind, aren't covered.

5. YOUR LICENSE

When you buy a product, you receive a personal, non-transferable license for personal use. Please don't resell, share, redistribute, post, or claim our products as your own.

SHOP POLICY

6. PRICING AND PAYMENT

Prices are in U.S. dollars and may change without notice. Payments are processed securely by Stripe, and we never see or store your full card number. Sales tax is added at checkout where required by law. If we cancel an order because of a pricing error or fraud concern, we'll refund you in full.

7. QUESTIONS

info@dreamtalkmanagement.com

Dream Talk Management

ACCESSIBILITY STATEMENT

Effective Date: Nov 20th, 2026 Last Updated: Nov 20th, 2026

OUR COMMITMENT

At Dream Talk Management ("DTM"), a business name of The Woods Sister LLC, we believe everyone deserves a place to belong, and that includes our website. We want people of all abilities to be able to find information, get in touch with us, and use our shop and client portal. Accessibility is part of how we practice our philosophy of Unified Flourish.

OUR GOAL

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 / 2.2 Level AA, a widely used standard for accessible websites. We're building and maintaining our site with this goal in mind, and we make accessibility part of how we design, not an add-on.

WHAT WE DO

- Use clear headings, readable text, and strong color contrast
- Add descriptive text (alt text) to meaningful images
- Make our pages usable with a keyboard and screen readers
- Label forms clearly, including our contact form, checkout, and portal login
- Avoid content that flashes or moves in ways that could cause problems
- Test our site

KNOWN LIMITATIONS

We know accessibility is ongoing work, and some areas may not yet fully meet our goal:

- Downloadable products. Our planners, journals, and ebooks are PDFs. We work to make them readable and well-organized, but some may not be fully compatible with screen readers. If you need a different format, contact us and we'll do our best to help.
- Third-party tools. Our site relies on tools we don't fully control, including Stripe (payments), OpenSign (contract signing), MailerLite (email), Google (scheduling), and our client portal. We choose partners carefully, but we can't guarantee their accessibility.
- Older content and embedded media may not yet meet our standards. We're updating it over time.

Dream Talk Management

ACCESSIBILITY STATEMENT

ACCESSIBILITY AT OUR EVENTS

Our commitment goes beyond our website. We aim to plan events that welcome everyone, including accessible venues, dietary and sensory needs, and communication support. If you're attending an event we're planning and need an accommodation, let us or your event host know as early as you can.

TELL US IF YOU HIT A BARRIER

If you have trouble using any part of our site, or need information in another format, please contact us:

- Email: info@dreamtalkmanagement.com

Please tell us the page or product, what went wrong, and what device or assistive technology you were using, if you're comfortable sharing. We aim to reply within [2 business days] and to resolve issues or offer another way to get what you need as quickly as we reasonably can.

ONGOING IMPROVEMENT

We review our website regularly and make updates as standards, technology, and our own knowledge improve. We welcome your feedback, and we thank you for helping us make DTM better for everyone.

Dream Talk Management

MEETING POLICY

Effective Date: Jan 1st, 2025 Last Updated: Nov 20th, 2026

OUR APPROACH

At Dream Talk Management ("DTM"), a business name of The Woods Sister LLC, we value your time and ours. Every consultation is a chance to talk through your vision and see how we can help. This policy explains how scheduling, rescheduling, and late arrivals work so that every meeting is as useful as it can be. It applies to consultations and discovery calls. Once you're a client, meetings during your project follow your contract.

1. SCHEDULING

Bookings will be scheduled with a link provided to you after you have submitted an inquiry. You'll get a confirmation with the date, time (including time zone), and either a meeting link or a location. Consultations are free and last 30 minutes.

2. RESCHEDULING AND CANCELLING

Plans change, and that's okay. If you need to reschedule or cancel, please let us know at least 24 hours before your meeting, using the link in your confirmation or by email. There's no fee for rescheduling with this notice.

3. ARRIVING LATE

We hold your spot for a short grace period:

- In-person meetings: 15 minutes
- Virtual meetings: 5 minutes

If you arrive within that window, we'll start right away, but the meeting will still end at its scheduled time, which may shorten the discussion. After the grace period, we'll consider the meeting a no-show.

Dream Talk Management

MEETING POLICY

4. MISSED MEETINGS

If you miss a meeting without letting us know, we'll mark it as a no-show. Your project or inquiry stays open, and we'll follow up once. If we haven't heard from you in 7 days, we'll close your inquiry, and you're welcome to reach out again whenever you're ready.

5. REPEATED MISSED MEETINGS

Life gets busy, and we're understanding. If a meeting is missed without notice **two times,** we'll ask for a rebooking fee at our current hourly rate of $50/hr before scheduling another, so we can protect time for other clients. This fee will always be shared with you in advance, never as a surprise. The fee is credited toward your project if you hire us.]

6. EMERGENCIES

We understand that genuine emergencies happen. If you contact us as soon as you're able, we'll gladly make an exception and reschedule without penalty.

7. OUR COMMITMENT TO YOU

We'll be on time and prepared. If we need to reschedule, we'll give you as much notice as we can and offer you the next available time. If we're running late, we'll let you know right away.

8. ACCESS AND ACCOMMODATIONS

If you need an accommodation to join, such as captions, an interpreter, extra time, or a different format, just let us know when you book and we'll work with you. See our Accessibility Statement for more.

9. RECORDING

We don't record meetings unless everyone agrees first. See our Communications and Email Policy.

10. QUESTIONS

info@dreamtalkmanagement.com

Dream Talk Management

SOCIAL MEDIA POLICY

Effective Date: Jan 1st, 2025 Last Updated: Nov 20th, 2026

OUR APPROACH

Dream Talk Management ("DTM"), a business name of The Woods Sister LLC, values the chance to connect with our clients, followers, and friends on social media. These platforms are a great place for engagement, and we're responsible for keeping our community safe and respectful. This policy explains how we use our channels and what we ask of everyone who engages with them.

1. OUR COMMUNITY GUIDELINES

We expect everyone in our community to engage respectfully. Harassment, abuse, hate speech, and discrimination are not tolerated. We may remove comments or posts, restrict accounts, block users, or report content to the platform, with or without notice.

2. SPAM AND UNRELATED PROMOTION

Please don't post spam or promotion unrelated to DTM on our pages or in our comments and messages. We'll remove it, and repeat posters may be blocked.

3. CHILDREN AND PRIVACY

We do not knowingly feature minors in photos or videos on DTM's social media channels. We take care to avoid it, and if one slips through, we'll remove it promptly once we learn of it.

We also ask that you don't tag DTM in content featuring children. If we're tagged in such content, we'll ask you to remove the tag. If it can't be removed, we may report the content to the platform and decline to share or engage with it.

4. PHOTOS AND VIDEO AT EVENTS

- **Photos and video DTM takes ourselves** may be shared on our channels, with the consent of the client, who agrees in their contract, and in a way that respects guests' privacy. We'll take down any photo of you on request.

- **Photographers hired by you or your organization are your vendors.** Their photos and videos belong to you and your photographer under your agreement with them, and DTM doesn't own or control them. Questions about those images, including usage, sharing, and removal, should go to the client and their photographer. We'll share event photos from a client's photographer only with the client's permission and with credit to the photographer.
- **Client confidentiality comes first**. We won't post about a private event, client, or guest without the client's permission. A client can ask us not to share details of their event, and we'll honor that.

5. SHARING OUR CONTENT

We promote events and projects through our social media, and we encourage you to engage with our posts and share them. When you do, please give credit to Dream Talk Management, tag us (@dreamtalkmanagement on Instagram), and use our hashtags:

- #DreamTalkManagement
- #DTM
- #DTMEvents

Please don't edit, remove our branding from, or misrepresent our content, and please don't use it in a way that suggests we endorse something we don't.

6. COMMENTS AND DIRECT MESSAGES

We read comments and messages, but social media isn't the best place for business. For inquiries, booking, or anything private, please visit www.dreamtalkmanagement.com. Please don't send payment information, passwords, or other sensitive details through social media. We aim to reply to messages within 4 business days, but social media isn't monitored around the clock, and we may not see every message or comment.

7. REPORTING A CONCERN

If you spot content on our channels that you think should come down, or you have a privacy concern, such as a photo you'd like removed, please email info@dreamtalkmanagement.com. Please include a link or screenshot so we can act quickly.

SOCIAL MEDIA POLICY

8. THIRD-PARTY PLATFORMS

Our social media pages operate on platforms that have their own rules and privacy practices, and we don't control them. Your use of those platforms is also covered by their terms. See our Privacy Policy for how we handle information.

9. CHANGES TO THIS POLICY

We may update this policy from time to time and will post the new version with an updated date.

Thank you for being part of the Dream Talk Management community. Together, we can keep our space welcoming, respectful, and engaging for everyone.

Dream Talk Management

OUR COMMITMENTS

Effective Date: Nov 20th, 2026 Last Updated: Nov 20th, 2026

OUR PHILOSOPHY

At Dream Talk Management, our philosophy is Unified Flourish: we believe true success blooms when freedom, balance, creativity, safety, and community flow together with intention. These commitments are how we put that philosophy into practice. They reflect who we are and what we do now, and we'll keep updating them as we grow.

EQUITY, DIVERSITY, AND INCLUSION

As a Black-owned business, we are committed to the upward mobility of BIPOC communities, who make up the global majority. We work to make our events, partnerships, and access welcoming to everyone, and to build spaces where underrepresented businesses and individuals can thrive together.

In practice: We prioritize BIPOC-owned vendors, venues, and creatives when planning events. We design guest experiences with a range of needs, backgrounds, and cultures in mind. We use inclusive language in our communications.

SUPPORTING WOMEN

As a woman-owned business, we are committed to the upward mobility of women-owned businesses and to supporting women, who make up more than half of the population. Whenever possible, we partner with women-owned businesses on our projects.

In practice: We seek out women-owned caterers, florists, photographers, and other partners when sourcing vendors. We share and recommend women-owned businesses in our network.

Dream Talk Management

OUR COMMITMENTS

ENVIRONMENTAL RESPONSIBILITY

As citizens of planet Earth, we strive to make environmentally sound decisions whenever possible to limit waste and the factors that contribute to climate change.

In practice: We choose reusable or recyclable decor and materials where we can, encourage digital invitations and materials over printed ones, work with caterers and venues that reduce food waste, and favor local vendors to cut down on travel.

COMMUNITY GIVING

We believe it takes a village to carry a vision forward, and we try to be part of that village. We prioritize volunteering our time in our community, and when our time and resources allow, we offer pro bono services, often to growing businesses in their early stages.

Our pro bono work depends on our capacity at the time, so we aren't able to offer it to every business or on a set schedule.

GROWING THESE COMMITMENTS

We know this work is ongoing. We'll keep learning, improving, and adding to our commitments as DTM grows. If you have a question, an idea, or a way we can do better, we'd love to hear from you at info@dreamtalkmanagement.com

DREAM
TALK SOON!

Contact Us:

1 (925) 268-0757

www.dreamtalkmanagement.com

info@dreamtalkmanagement.com

