

Soul Centered Healing Privacy Policy

Last Updated: December 2, 2025

Your privacy is important to us. This Privacy Policy explains how **Soul Centered Healing LLC** (“we,” “our,” or “us”) collects, uses, discloses, and safeguards your personal information when you visit **thesoulcenteredhealing.com**, schedule services, or purchase digital products (collectively, the “Services”).

By using our website or booking services, you agree to the practices described in this Policy.

1. Information We Collect

A. Personal Information You Provide

When you fill out forms, schedule appointments, complete intake documents, or purchase products, we may collect:

- Name, email address, phone number, and mailing address
- Payment or billing details (processed through secure third-party systems)
- Health or demographic information provided through clinical intake forms or a HIPAA-secure telehealth portal
- Preferences, messages, or feedback you choose to share

B. Automatically Collected Information

When you visit **thesoulcenteredhealing.com**, we may automatically collect:

- Browser type, IP address, and device information
- Date and time of visits and pages viewed
- Cookies, analytics, and browsing behavior (e.g., Google Analytics or built-in website analytics)

This information helps us improve functionality, user experience, and site performance.

2. Use of Information

We use your information to:

- Provide and manage therapy, coaching, or consultation services
- Schedule and confirm appointments
- Send reminders and secure messages
- Process payments and send receipts
- Deliver digital products, PDFs, courses, or workbooks
- Respond to inquiries
- Improve website functionality and service offerings
- Comply with legal, ethical, and professional obligations

We **never** sell your personal information.

3. HIPAA Compliance and Client Confidentiality

If you are a **therapy client**, your health information is protected under the Health Insurance Portability and Accountability Act (HIPAA).

This means:

- Your clinical records and personal details are stored securely.
- Only authorized personnel have access to your Protected Health Information (PHI).
- PHI is not shared with anyone without your written consent unless required by law (e.g., danger to self/others, abuse reporting, court order).

Soul Centered Healing LLC uses **SimplePractice** (update if needed) as our HIPAA-compliant system for record-keeping, forms, scheduling, messaging, and telehealth.

HIPAA protections apply only to psychotherapy services—not to general website visitors, coaching clients, or digital product purchasers.

4. Payment Information

All payments are processed through SimplePractice, which uses Stripe as its secure payment processor and complies with PCI-DSS security standards. For clients using insurance, billing and payment are managed through Headway, which maintains its own policies governing insurance processing, payments, and privacy.

Soul Centered Healing LLC does not store full credit card information on our servers.

5. Digital Products and Online Purchases

If you purchase digital products, workbooks, courses, or other downloadable materials:

- We collect your name, email address, and payment details
 - Products are delivered to the email address you provide
 - Purchases follow our **Terms & Conditions** and **Refund Policy** (link on your site if applicable)
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6. Cookies and Analytics

Our website may use cookies to:

- Remember preferences
- Analyze page interactions and visitor behavior
- Improve marketing and site performance

You may disable cookies in your browser settings. Doing so may impact certain features of the site.

7. Email and Text Communication

By submitting your contact information, you may receive:

- Appointment reminders
- Practice updates
- Educational content or newsletters (only if you opt in)

You can unsubscribe at any time using the “unsubscribe” link or by replying **STOP** to texts.

8. Data Retention

Client therapy records are maintained for the duration required by state and federal law—typically **7 years** after the last date of service (or longer for minors, depending on age). Non-client inquiries may be deleted earlier upon request.

9. Information Sharing and Disclosure

We do not sell, rent, or trade personal data.

Information may only be shared with:

- Service providers assisting with website hosting, scheduling, analytics, or payment processing (under confidentiality agreements)
 - Legal authorities if required by law
 - Successors or affiliates in the event of a business transition, provided equivalent privacy protections are maintained
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10. Security Measures

Soul Centered Healing LLC uses administrative, technical, and physical safeguards to protect data, including:

- Secure servers and encrypted databases
- Password-protected HIPAA-compliant systems
- Encrypted telehealth and document-storage platforms

No system is 100% secure. By using our Services, you acknowledge and accept this inherent risk.

11. Your Rights

You may have the right to:

- Request access to your information or clinical records
- Request corrections to inaccurate information
- Withdraw consent or request deletion when legally permitted
- File a complaint if you believe your privacy rights have been violated

To exercise these rights, contact us via email- email at bottom of document.

12. Children's Privacy

Our Services are intended for adults and do not work with adolescents.

We do not knowingly collect information from individuals under 18 without verified parental or guardian consent.

13. Links to Other Websites

Our website may link to third-party sites.

We are not responsible for their content, policies, or practices. We encourage you to review their privacy policies before sharing personal information.

14. Updates to This Policy

We may update this Privacy Policy periodically to comply with laws or reflect practice changes.

Revisions will be posted on this page with a new “Last Updated” date.

15. Contact Us

If you have questions or concerns about this Privacy Policy, please contact:

Soul Centered Healing LLC

Email: soulcenteredhealing.va@gmail.com