# Privacy Policy

Effective Date: May 09, 2025

## Information We Collect

We may collect the following types of information through our website:

• Personal Information (voluntarily provided by you): Name, email address, phone number, information submitted via contact forms or intake forms, and any health-related information you share through secure communication tools.

• Non-Personal Information: IP address, browser type, pages visited, and general usage data collected through cookies or analytics tools (e.g., Google Analytics).

## How We Use Your Information

We use your information to:

• Respond to your inquiries or appointment requests.

• Schedule services or coordinate care.

• Send you practice updates or newsletters (only with your consent).

• Improve our website and services.

We do not sell or rent your personal information.

## HIPAA and PHI

If you submit information related to your mental or physical health, that data may be considered Protected Health Information (PHI).

We comply with the Health Insurance Portability and Accountability Act (HIPAA) and only collect PHI through secure, HIPAA-compliant platforms.

Please do not include sensitive health or insurance information through unsecured email or contact forms.

## How We Protect Your Data

We take reasonable administrative, technical, and physical security measures to protect your personal data, including:

• SSL encryption

• HIPAA-compliant software for health-related communications

• Limited access to client data by authorized personnel only

## Third-Party Services

We may use third-party services to support our website, including:

• Google Analytics for website traffic analysis

• Contact or appointment forms embedded via secure platforms (e.g., SimplePractice, TherapyNotes, JotForm)

These third parties may use cookies or collect limited technical data in accordance with their own privacy policies.

## Cookies and Tracking Technologies

We use cookies and similar tools to improve your browsing experience.

You can disable cookies through your browser settings.

Our site does not respond to Do Not Track (DNT) signals.

## Your Rights

If you are a resident of California (CCPA) or the European Union (GDPR), you may have the right to:

• Access, correct, or delete your personal data

• Request that we stop processing your data

• File a complaint with your local data protection authority

To exercise these rights, please contact us directly.

## Links to Other Websites

Our website may include links to third-party websites.

We are not responsible for the privacy practices or content of those sites.

## Changes to This Policy

We may update this Privacy Policy from time to time.

Updates will be posted on this page with the new effective date.

## Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Finding Balance Therapy & Wellness PLLC

Email: info@finding-bal.com

Phone: 860-578-4811

Address: PO Box 98, Tolland, CT 06084