

Privacy Policy

Effective: September, 2025

At Flourish Wellness Psychological Services PLLC ("Flourish Wellness," "we," "us," or "our"), your privacy is a priority. This Privacy Policy explains how we collect, use, and protect your personal information when you use our website. By using our website, you agree to the terms of this policy. We may update this policy periodically, and we will post any changes here. Your continued use of the website after any changes constitutes your acceptance of the updated policy.

1. Information We Collect

We only collect personal information that you voluntarily provide to us. This information is a way to personally identify you, and may include your name, email address, mailing address, and phone number. We do not require you to register or provide any personal information to use most features of our website.

You may be prompted to provide personal information when you take certain actions on our website, including but not limited to:

- Signing up for emails or newsletters
- Requesting an appointment or consultation
- Making a donation
- Submitting a contact form

We also automatically collect and store some non-personally identifiable information about your visit in log files. This information includes your computer's IP address, the type of browser and operating system you use, and the pages you visit. We use this data to analyze trends, improve our website, and gather broad demographic information for internal use.

2. How We Use Your Information

We use the information you provide for the specific purpose it was submitted. For example, if you request an appointment, we use your information to schedule and confirm that appointment. We may also use your information to:

- Personalize communications to you
- Keep you informed about Flourish Wellness-related activities and services
- Improve our website and services

We do not sell, rent, or trade your personal information to any other entities. This includes, but is not limited to, the following types of information:

- Identifiers: Such as your name, email address, mailing address, and phone number.
- Protected Health Information (PHI): Any information related to your physical or mental health, as defined by HIPAA.
- Inferences: Any profiles or summaries we create from your personal information.

We do not share your information with third parties for marketing or promotional purposes. Any sharing of information with our third-party vendors is solely for the purpose of providing services on our behalf, as described in Section 3, and is governed by strict confidentiality agreements.

3. Third-Party Vendors and Services

We use third-party vendors to help us operate our website and business. These vendors may have access to your personal information on a confidential basis to perform services on our behalf. These services include payment processing, appointment scheduling, and website analytics. For example, we use Google Analytics to analyze website traffic and a secure, HIPAA-compliant platform to manage appointment requests. The collection and use of your information by these third-party vendors are governed by their own privacy policies.

4. Protected Health Information (PHI) and HIPAA

As a psychological services provider, we are a HIPAA-covered entity. Any information you share with us that constitutes Protected Health Information (PHI) is handled in strict compliance with HIPAA. This includes your health status, provision of health care, or payment for health care. We maintain administrative, technical, and physical safeguards to protect the privacy and security of your PHI.

Our website is not intended to be a secure method for transmitting highly sensitive medical information. Please do not submit detailed medical history or other sensitive PHI through our general contact forms. For sensitive communications, we will provide you with a secure method. Using our client portal.

For more information on how we use and disclose your PHI, please review our **Notice of Privacy Practices** in the client portal.

5. Your Rights and Choices

Depending on your location, you may have specific rights regarding your personal information.

For California Residents:

- **Access:** You can request a copy of the personal information we have collected about you.
- **Correction:** You can request that we update or correct your personal information.
- **Deletion:** You can ask us to delete your personal information from our systems.

For European Economic Area (EEA) Residents:

- **Access:** You can request a copy of the personal information we have collected about you.
- **Correction:** You can request that we update or correct your personal information.
- **Deletion:** You can ask us to delete your personal information.
- **Restriction of Processing:** You can request that we limit how we use your personal information.
- **Objection to Processing:** You can object to our processing of your personal information.

- **Withdrawal of Consent:** If we process your information based on your consent, you can withdraw that consent at any time.
- **Complaint:** You have the right to file a complaint with the relevant data protection authority.

To exercise any of these rights, please contact us using the information in Section 10. We may refuse a request in some cases in accordance with applicable law.

6. Children's Privacy

Consistent with the Children's Online Privacy Protection Act (COPPA), we do not knowingly collect personally identifiable information from children under the age of 13 without verifiable parental consent. If you are under 13, please do not submit any personal information to us without your parent or guardian's permission. If we learn that we have collected information from a child under 13 without consent, we will delete that information immediately.

7. Cookies and Tracking

We use cookies to make our website easier to navigate, store your preferences, and analyze how visitors use the site. Most web browsers allow you to control cookies through their settings. If you disable cookies, some website functions may not work properly. Our website does not respond to "Do Not Track" signals.

8. Security

We follow generally accepted industry standards to protect the personal information you submit to us. Our security measures include industry-standard Secure Socket Layer (SSL) technology and internal policies to safeguard stored data. However, no method of transmission over the internet or electronic storage is 100% secure. If you have concerns about the sensitivity of your information, you may choose not to send it electronically.

9. External Links

Our website contains links to other websites owned and operated by third parties. We are not responsible for the privacy practices of these third-party sites. We encourage you to read the privacy policy of any website you visit after leaving ours.

10. Contact Us

If you have questions about this Privacy Policy, wish to update your information, or want to unsubscribe from our emails or messages, please contact us using the information below:

Email: admin@flowellpsy.com

Phone: 718 313 5227