# WEBSITE PRIVACY POLICY

## Life Happens Counseling, PLLC

*Effective Date: [7/20/2026]*

Life Happens Counseling, PLLC ("Life Happens Counseling," "we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, share, and protect information obtained through our website, www.lifehappenscounseling.net (the "Site"). By using the Site, you consent to the practices described in this Privacy Policy. This Privacy Policy governs information collected through the Site only; it does not govern Protected Health Information created in the course of treatment, which is addressed separately in Section 5 below.

### 1. Scope of This Policy

This Privacy Policy applies to information we collect through:

- the Site and any online forms hosted on it (such as contact, inquiry, or appointment-request forms);
- email and other communications you send to us through the Site;
- cookies, analytics, and similar technologies used on the Site; and
- any third-party scheduling, payment, or client-portal tools linked from or embedded in the Site.

### 2. Information We Collect

We collect the following categories of information:

- Information you provide voluntarily: your name, email address, telephone number, and any message or information you choose to submit through a contact or appointment-request form or by email.
- Scheduling and inquiry information: your stated reason for contacting us, preferred appointment times, and similar details you provide.
- Payment information: if you make a payment through a linked third-party processor, payment is handled by that processor (for example, Stripe or a Wix-integrated processor); we do not collect or store full payment-card numbers on the Site.
- Technical and usage data collected automatically: your IP address, browser type and device information, pages viewed, referring pages, and dates and times of access, collected through cookies and analytics tools.

### 3. How We Use Your Information

We use the information we collect to:

- respond to your inquiries and communicate with you about scheduling and services;
- process appointment requests and, where applicable, facilitate payments through third-party processors;
- operate, maintain, secure, and improve the Site and understand how visitors use it;

- send you information you have requested; and
- comply with applicable law and protect our legal rights.

We do not use information collected through the Site to make automated decisions that produce legal or similarly significant effects about you.

## 4. Information Sharing and Third Parties

We do not sell, rent, or trade your personal information. We share information only in the limited circumstances described below:

- Service providers: We use trusted third-party providers to operate the Site and our business, which may include our website host and platform (Wix.com), payment processors (for example, Stripe or a Wix-integrated processor), analytics providers (for example, Google Analytics), a secure scheduling or client-portal provider, and email communication tools. These providers may process information on our behalf and are subject to their own privacy policies. Where any such provider handles Protected Health Information on our behalf, we require a HIPAA Business Associate Agreement (see Section 5).
- Legal and safety reasons: We may disclose information if required by law, subpoena, or court order, or where we believe disclosure is reasonably necessary to protect the rights, safety, or property of any person, or to prevent fraud or abuse.
- Business transfers: In the unlikely event of a sale, merger, or other transfer of our business, information may be transferred as part of that transaction, subject to this Privacy Policy.

## 5. HIPAA-Protected Health Information vs. Website Data

It is important to understand the difference between general information collected through the Site and Protected Health Information created when you become a client.

- Website data (this Policy): Information you submit through the Site's general contact and inquiry forms, and technical data collected automatically, is website data governed by this Privacy Policy. This general website data is NOT the same as HIPAA-protected health information, and submitting it does not create a treatment relationship. Please do not include sensitive health details in general Site contact forms or unencrypted email; those channels are not secure and are not confidential.
- Protected Health Information (separate HIPAA Notice): Once you become a client of the Practice, the health information we create and maintain about you — including intake information, diagnoses, and treatment records — is "Protected Health Information" (PHI) governed by the Health Insurance Portability and Accountability Act (HIPAA) and New Hampshire law, and is described in our separate Notice of Privacy Practices, not this website Privacy Policy. Client health information is collected and stored through our HIPAA-compliant electronic health record and client-portal systems, not through the general Site. For the full description of how PHI is used, disclosed, and protected, and of your rights regarding PHI, please refer to our Notice of Privacy Practices, available on request and provided to you at the start of services.

## 6. Cookies and Tracking Technologies

The Site uses cookies and similar technologies to operate the Site, analyze traffic, remember preferences, and understand visitor behavior. Cookies are small text files stored on your device. We may use both session cookies (which expire when you close your browser) and persistent cookies, as well as third-party analytics cookies (for example, Google Analytics). You can control or disable cookies through your browser settings, and you may opt out of Google Analytics using the tools Google provides (for example, the Google Analytics Opt-out Browser Add-on). Disabling cookies may affect certain Site functions. If the Site displays a cookie banner or preference tool, you may also manage your choices there.

## 7. Data Security and Retention

The Site is hosted on the Wix.com platform, which maintains administrative, physical, and technical safeguards designed to protect information. We use reasonable measures to protect information collected through the Site; however, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security. We retain information collected through the Site only as long as necessary to fulfill the purposes described in this Policy, to comply with our legal and financial obligations, and to resolve disputes, after which it is deleted or de-identified.

## 8. Your Privacy Rights

Depending on your jurisdiction, you may have the following rights with respect to personal information we hold about you:

- Right to access — to confirm whether we process your personal information and to obtain a copy;
- Right to correct — to request correction of inaccurate personal information;
- Right to delete — to request deletion of your personal information, subject to legal exceptions;
- Right to data portability — to obtain a copy of certain information in a portable, readily usable format; and
- Right to opt out — to opt out of the processing of personal information for targeted advertising or the sale of personal information (note that we do not sell personal information).

To exercise any of these rights, contact us using the information in Section 11. We will respond within the time required by applicable law (and in any event within forty-five (45) days where a specific timeframe applies). If we deny your request, you may appeal by replying to our response. These website-privacy rights are separate from your rights regarding Protected Health Information, which are described in our Notice of Privacy Practices.

## 9. Children’s Privacy

The Site is intended for adults and is not directed to children under thirteen (13). We do not knowingly collect personal information from children under thirteen (13) through the Site. If you believe a child has provided personal information through the Site, please contact us so we can delete it.

## 10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised "Effective Date." Your continued use of the Site after changes are posted constitutes acceptance of the updated Policy.

## 11. Contact Us

To exercise your rights, or if you have questions about this Privacy Policy, please contact:

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