

# Privacy Policy & Terms and Conditions

Effective Date: May 05, 2025

## Privacy Policy

### 1. Information We Collect

When you contact us through our website, schedule a session, or sign up for our newsletter, we may collect:

- Your name and contact details (phone number, email address)
- Information you provide in contact forms or through scheduling tools
- Website usage data via cookies and analytics tools

We do not collect or store sensitive health information through our website. Clinical records are maintained separately and securely in accordance with HIPAA regulations.

### 2. How We Use Your Information

We use your information to:

- Respond to inquiries or appointment requests
- Provide you with information about our services
- Improve the functionality and performance of our website

We do not sell, rent, or share your personal information with third parties for marketing purposes.

### 3. Data Security

We take reasonable steps to protect your information. However, please note that no data transmission or storage can be guaranteed as 100% secure. For added privacy, we encourage clients to avoid submitting sensitive information through our website.

### 4. Cookies

Our website uses cookies and similar technologies to enhance your browsing experience and analyze traffic. You can adjust your browser settings to decline cookies if you prefer.

## Terms & Conditions

### 1. Use of Website

By using our website, you agree to use it for lawful purposes only and not to disrupt or attempt to gain unauthorized access to our systems or data.

## **2. Content Ownership**

All content on this website—including text, images, branding, and design—is the property of Natural Balance Counseling. You may not reproduce or distribute this content without written permission.

## **3. Third-Party Links**

Our website may include links to external sites. We are not responsible for the content or privacy practices of these websites.

## **4. Disclaimer**

Information shared on this website is for general informational purposes only and should not be considered a substitute for professional mental health advice, diagnosis, or treatment. Always consult a licensed clinician for personal mental health concerns.

## **Updates & Questions**

We may update this Privacy Policy and Terms from time to time. Changes will be reflected on this page with a new effective date. If you have any questions, please contact us directly at Phone: 832-390-0109 | Email: [admin@naturalbalancecounseling.com](mailto:admin@naturalbalancecounseling.com)