

Privacy Notice

Effective Date: April 2, 2025

KaiLife Counseling Services LLC is committed to safeguarding your personal information and maintaining the confidentiality of your health data. This Privacy Notice outlines how we collect, use, and protect your personal information when you visit our website, use our services, or interact with our practice.

This website is available to you via Simple Practice, a HIPAA-compliant electronic health record platform that we use to run our practice.

Please also review their Privacy Notice at <https://www.simplepractice.com/c/privacy/>.

1. Information We Collect

We may collect personal information when you interact with this website. This may include:

- **Personal Identification Information:** Your name, contact details (email address, phone number), date of birth, and other identifying information that you provide.
- **Website Usage Information:** Data collected automatically as you interact with our website, such as IP address, browser type, and page views. We may use cookies or similar technologies to enhance your experience.

2. How We Use Your Information

We use the personal information we collect for the following purposes:

- To understand your needs in order to provide better services.
- We may use website usage data to improve the functionality and content of our site.
- We may occasionally send SMS messages (text messages) and/or emails about new products, special offers, or other information which we think you may find interesting using the phone number and email address that you provide in the Contact Form.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, SMS, or phone. We may use also the information to customize the website according to your interests.

- If you decide to establish therapeutic care with us, you may receive appointment reminders, follow-up messages, and other administrative communications via SMS from Simple Practice.
- There are two ways to opt out of receiving SMS messages:
 - Text STOP to 864.908.6928 or email us at admin@kailifecounseling.com with the title “STOP SMS”.
 - If you are a client, you will have access to your secure Client Portal where you will be able to opt out of SMS messages.

3. Sharing Your Information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

4. Data Security

We take the privacy and security of your personal information seriously. Our practice uses encryption and other secure technologies to protect your data from unauthorized access, alteration, or disclosure. While no system is completely secure, we employ industry-standard practices to ensure your information is safe.

5. Your Rights

You have certain rights regarding your personal data, including:

- **Access to Your Information:** You can request to view or obtain copies of the information we hold about you.
- **Correction of Your Information:** If you believe any of the information we have is incorrect, you can ask us to correct it.
- **Deletion of Your Information:** Under certain conditions, you can request that we delete your personal information.
- **Opting Out:** You may opt out of receiving non-essential communications (like marketing emails).

To exercise any of these rights, please contact us by either calling us at 864.908.6928 or emailing us at admin@kailifecounseling.com.

6. Third-Party Websites

This website may contain links to third-party websites that we have no control over. Please note that we are not responsible for the privacy

practices or content of these external sites. We encourage you to review their privacy policies before providing any personal information.

7. Cookies

We use cookies and similar tracking technologies on our website to enhance your browsing experience. Cookies are small data files that are stored on your device. You may choose to disable cookies through your browser settings, although this may affect the functionality of some website features.

8. Updates to This Privacy Notice

We may update this Privacy Notice from time to time. Please review this notice periodically to stay informed about how we protect your information.

9. Contact Us

If you have any questions about this Privacy Notice, or if you would like to exercise your rights regarding your personal information, please contact us at:

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