

Heightened Counseling LLC Privacy Policy

Effective Date: November 1, 2019

Thank you for visiting the website of Heightened Counseling LLC (“Heightened Counseling”). Your patronage is important to us and we take protecting your privacy seriously. This policy applies to all of our website visitors including those that purchase any goods on our website.

This is our Privacy Policy. It explains:

1. What information we collect
2. How we use your information
3. How we share your information
4. How we protect your information

Information We Collect

We may collect the following information about you:

Contact Us and Shipping

If you submit your information through the “Contact” page or submit an order for goods, we may collect your name, email address, billing address, shipping address, phone number, payment information, as well as any other information you provide.

Patients

Patients may submit patient forms to us online that contain Protected Health Information (“PHI”). Any PHI submitted is subject to the requirements of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), HIPAA’s implementing regulations, and any applicable Wisconsin laws. For more information on your rights regarding your healthcare information, see our Notice of Privacy Practices, which applies only to patients of Heightened Counseling. To the extent this Privacy Policy and the Notice of Privacy Practices conflict, the Notice of Privacy Practices controls.

Information Automatically Collected

We may automatically log information about you and your computer. For example, when visiting our website, we log your computer operating system type, browser type, browser language, the website you visited before browsing to our website, pages you viewed, how long you spent on a page, access times and information about your use of and actions on our website.

Cookies

We may log information using “cookies.” Cookies are small data files stored on your hard drive by a website. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our website. This type of information is collected to make the website more useful to you

and to tailor the experience with us to meet your special interests and needs.

We may use third-party service providers to collect the information listed above.

How We Use This Information

We use your personal information as follows:

- We use your personal information to operate, maintain, and improve our sites, products, and services.
- We use your personal information to respond to comments and questions and provide customer service.
- We use your personal information to send information including confirmations, invoices, technical notices, updates, security alerts, and support and administrative messages.
- We use your personal information to communicate about promotions, upcoming events, and other news about products and services offered by us and our selected partners.
- We use your personal information to protect, investigate, and deter against fraudulent, unauthorized, or illegal activity.
- We use your personal information to provide and deliver products and services customers request.

How We Share Information

We may share your information in the following ways:

With Our Service Providers

We may share your information with businesses that we use to provide you with our services. For example, we may share information with a consultant to help us with security issues.

We require our service providers to have policies that they will protect information in a manner consistent with our Privacy Policy.

For Legal Reasons

We may share information with attorneys or law enforcement authorities to comply with laws, protect and enforce our rights, and address violations of our policies, terms of service, or illegal behavior. We also may share information demanded in a court order or otherwise required by law, or to prevent harm to people or property.

For a Change of Control

Your information may be transferred to another business if Heightened Counseling undergoes a change in control, such as through a merger, acquisition, bankruptcy, dissolution, or reorganization.

If we anticipate a change of control, we will notify you before transferring your information to another business.

How We Protect Information

We comply with applicable law and industry standards to protect your information. We also require any third-party service providers to maintain the confidentiality of your information.

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However, even with these efforts, it is impossible to guarantee that your information will be completely secure. There is always the possibility that your information will be compromised due to a breach or malicious attack. It is important that you take steps to protect your information including protecting usernames, passwords, and other identifiable information.

By using our website and services, you acknowledge that we make no such guarantee and that you use our website and services at your own risk.

Children's Information

Heightened Counseling is not directed to children under the age of 13, and we do not knowingly collect any information from children under age 13. If you believe that any child under age 13 is using our website, please contact us immediately at rosalie@heightenedcounseling.com.

Amendments to This Privacy Policy

We reserve the right to amend this policy at any time by posting the updated Privacy Policy to our website. We will notify you of the change by updating the Effective Date at the top.

Questions?

If you have any comments or questions relating to this Privacy Policy, contact us at rosalie@heightenedcounseling.com.