

## LIONHEART HEALTH COACHING PRIVACY POLICY

This privacy policy covers any information we collect, use and share from you.

The following websites may be in use while engaging in health coaching services:

- [www.lionheart-health-coaching.com](http://www.lionheart-health-coaching.com) (powered by Squarespace) for the purpose of providing health coaching information, helpful health and wellness resources, and newsletter communication for the purpose of offering educational information and community building.
- Google ([lionheart.healthcoaching@gmail.com](mailto:lionheart.healthcoaching@gmail.com)) for the purposes of email communication.
- Practice Better for the purposes of record keeping, file storage and sharing, video health coaching sessions, and chat messaging services.
- YouTube for the purpose of providing educational videos.
- Instagram (@lionheart\_health\_coaching) for the purpose of providing educational materials and information to the greater community.

This privacy policy does not cover how our Users may use or share data that they collect using our services.

### How We Use Your Information

We do NOT sell your information. We have a legitimate interest in running a successful and efficient business and in providing you with Services and useful content, and we use the information we collect, both on its own and combined with any other information we collect about you, for the following purposes:

- To provide the requested Services or Products to you;
- To provide you with useful content;
- To offer and improve our Services;
- To provide you with requested information or technical support
- To improve advertising and marketing our Services (with your consent when required by law);
- To advertise and market 3rd party products/services (with your permission where required by law)
- To administer our websites;
- To communicate with you;
- To target prospective customers with products /services (with your permission where required by law);
- To offer you a personalized experience or otherwise tailor our Services to you

- To process payments: Payment information that you provide to us including credit card data, will only be used to facilitate payment for our products and services. We do NOT retain payment information from anyone. We utilize a secure 3rd party for processing payments and protect its transmission through the use of encryption such as the Transport Layer Security (TSL) protocol. Not all 3rd party payment systems are HIPAA compliant.

## **Your Rights**

- You can ask to get copies of your records, and we'll provide summary copies within 30 days of your request – charging a reasonable fee.
- You can ask us to contact you in a specific way (home, office) or different address.
- You can ask us NOT to share your health information in our records.
- You can choose to share your records with others (family, medical power of attorney or other), and notify us in writing/email.

## **Sharing of Information**

As further described below, we will only share certain personal information with:

- Network health coach referral members (with your permission where required by law)
- Third party service providers and vendors as needed (ensuring a HIPAA-compliance contract where possible) for legal reasons
- If data is transferred as part of a sale, merger, acquisition transaction, your notification will highlight any choices you have regarding the data.
- If legally required to do so, or if we have a good faith belief that such disclosure is reasonably necessary, we may disclose your personal information to courts of law, law enforcement authorities and other relevant third parties, such as internet service providers, to conduct an investigation, respond to a third party or law enforcement subpoena or court order, bring legal action, prevent harm to others or pursue other relief when you or a third party are or may be:
  - Violating our terms and conditions of use
  - Causing harm/violation to us or others
  - Violating federal, state, local, or other applicable law.

## **Affiliate Links Disclosure**

This website contains affiliate links, which means Lionheart Health Coaching may earn a commission if you click on or make a purchase through those links, at no additional cost to you. Lionheart Health Coaching only recommends products or services that have been personally tested or believe will add value to a healthy lifestyle. However, please understand that Lionheart Health Coaching cannot guarantee your satisfaction with any products or services mentioned on this site. Your decision to purchase any product or service through an affiliate link is entirely at your own discretion and risk. Lionheart Health Coaching is committed to transparency and integrity so you feel confident that the recommendations made are based on genuine experiences and

opinions. These recommendations prioritize quality, effectiveness, and practicality, aligning with Lionheart Health Coaching's philosophy of promoting holistic health. Rest assured, Lionheart Health Coaching's integrity as a trusted source of health and wellness advice remains the priority. Whether you make a purchase or not will not impact the quality of coaching received and you are not required to make any purchases in order to receive coaching. If you have any questions or concerns about the affiliate links on this site, please don't hesitate to send a note through the [Contact Us](#) page.

## **Security**

The transmission of information via the internet, email or text message is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted through the Services or over all email carriers; any transmission is at your own risk. Once we have received your information, we will take appropriate technical and organizational measures to safeguard your personal information against loss, theft and unauthorized use, access or modification.

## **Retention of Personal Information**

We retain your personal information to provide services to you and as otherwise necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We will retain your personal information for no more than six years following the later of (i) the date on which you terminate your use of the Services unless we are otherwise required by law or regulation to retain your personal information for longer.

## **Complaints**

In the event that you wish to make a complaint about how we process your personal information, please contact our Data Protection Officer at [lionheart.healthcoaching@gmail.com](mailto:lionheart.healthcoaching@gmail.com) and we will respond to your request.

## **Notification of Changes**

We reserve the right to modify this privacy policy at any time, so please review it frequently. If we decide to change this privacy policy in any material way, we will notify you via email or website notice. In all cases, your continued use of any Services constitutes acceptance of any such changes.