



Privacy Statement

Serenity & Grace Counseling, LLC

Privacy Statement

This Privacy Statement describes how Serenity & Grace Counseling, LLC collects, uses, shares, and safeguards personal information. It applies when you interact with us by visiting our website or interact or communicate with us as part of our marketing practices. As part of providing our services, we collect and receive information in a variety of ways, including but not limited to information on our websites and applications, from our organizational customers and/or prospective customers, and from individuals that use our services.

CATEGORIES OF INFORMATION WE COLLECT ABOUT YOU

The types of personal information we collect about you depends on how you interact with us. “Personal information” refers to information that identifies, relates to, describes, or can be associated with you. The following are the categories and specific types of personal information that we may collect:

Contact Information/Identifiers, including but not limited to name, email address, postal address, phone number, username, social media information, business contact information, or other similar identifiers.

Demographic Information, including but not limited to age, gender, race, ethnicity, and household information, some of which may include characteristics of protected classifications under state or federal law.

Information about your use of our services, including but not limited to, in certain instances, requests for connections to certain organizations along with information regarding your specific concerns or needs, views and characteristics, such as indicators in an assessment, and other responses, interests, views, opinions, perspectives, traits, or characteristics.

Payment Information, including credit or debit card number, or other financial information.

User content, including but not limited to your communications with us and any other content you provide (such as survey responses, comments, feedback, testimonials, and other content).

Job Applicant Information, if you apply for a job posting or become an employee, we collect information necessary to process your application or to retain you as an employee. This may include, among other things, your social security number. Providing this information may be required for employment.

Sensitive Personal Information (where permitted and in accordance with applicable law). The provision of the sensitive personal information is voluntary.

If you use some of our services, you may provide and, therefore, we may collect racial or ethnic origin, religious affiliation, sexual orientation, and/or health information which also qualify as sensitive personal information. We do not disclose sensitive personal information for purposes other than what our services require.

In certain instances, such as for application purposes, we will not be able to process your request for our services without the requested personal information.

If you give us the personal information of another person, such as your professional references, we assume you have their permission to share their information with us.

HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information in the following ways, pursuant to applicable law:

Directly from you, when you purchase our services, subscribe to our emails, contact us, apply for

a job, text messages, and/or postal mailings.

USE AND PROCESSING OF YOUR PERSONAL INFORMATION

We use your personal information and sensitive personal information for the following business purposes (“Processing Purposes”) associated with our general business operations. We may collect your personal information:

- To process your payments and send notifications to you related to your account.
- To enable you to access and use our platforms and to provide requested Services.
- To communicate with you and to respond to your requests, questions, comments, and other inquiries.
- To send you information regarding changes to our terms, conditions, and policies, and/or other administrative information.
- To connect you to resources.
- To send marketing and promotional materials including but not limited to information relating to our Services.

Core Business Functions

- To manage our business operations and perform our obligations and exercise our rights under any agreement that you or your organization has with us.
- For other purposes with your consent, or as otherwise permitted or required by applicable law.

Legal Obligations

- As we believe to be necessary or appropriate to: (a) comply with judicial proceedings, court orders or legal processes, or to respond to proper governmental request or investigation; (b) detect, prevent, or otherwise address fraud, security, or technical issues; (c) protect against malicious, deceptive, fraudulent, or illegal activity, including attempts to manipulate or violate our policies, procedures, and terms and conditions; (d) protect against harm to the rights, property, or safety of Serenity & Grace counseling, our users, or the public; and (e) protect the health and safety of users of our Services or other individuals.

Applicant

- If you apply for a job with us, we use your personal information, including but not limited to your social security number, to make decisions about recruitment and in anticipation of a contract of employment, provided this information is required for employment.

With regard to sensitive personal information, we only use your sensitive personal information to provide you with the requested products or Services.

Legal Basis of Processing

Provision of your personal information is both a contractual and statutory obligation. We process your information for the purposes described in this Privacy Statement, based on the following legal grounds:

- **With Your Consent.** In certain instances, we ask for your consent to process your personal information including but not limited to specific purposes. Provision of your consent is voluntary, and you have the right to withdraw your consent at any time.
- **When Pursuing Legitimate Interests.** We process your personal information including but not limited to our legitimate interests, while applying appropriate safeguards that protect your privacy, and as further described in this Privacy Statement.
- **To Perform a Contract With You.** We will process your personal information including but not limited to when processing of your personal information is necessary for the execution or performance of a contract with you.
- **When We Have a Legal Obligation.** We will process your personal information including but not limited to when we have a legal obligation to do so, for example, if we are responding to a legal process or an enforceable government request, including but not limited to law enforcement.

YOUR CHOICES

- **Promotional Emails.** You can opt out of receiving marketing or promotional emails by following the unsubscribe instructions contained in marketing or promotional emails you receive from us.
- **Promotional Text Messages.** You can opt out of receiving text messages at any time by replying “STOP,” or following the unsubscribe instructions contained in the text message.

HOW WE PROTECT YOUR INFORMATION

We have implemented measures intended to protect your personal information from unauthorized access, use, or disclosure. Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. In the event that we are required by law to inform you of a breach to your personal information, we may notify you electronically, in writing, or by telephone, if permitted to do so by law.

HOW LONG WE RETAIN YOUR INFORMATION

We retain information about you and your use of our Services for as long as is needed to fulfill our legitimate business purposes outlined in this Privacy Statement. The specific periods for

which we keep information about you vary depending on the nature of the information, why we need it, and whether the personal information is de-identified. We also consider the minimum necessary retention period prescribed by applicable laws, recommended by industry standards, and stated in contracts and other legal obligations.

TRANSFERS OF INFORMATION TO OTHER COUNTRIES

We are based in the United States. If you are located outside of the United States, you should be aware that your personal information may be transferred to, stored, and processed in a country other than the one in which it was collected, including the United States, and the laws may be less stringent than the laws in your country. Where required by applicable law, we will provide appropriate protections for personal information transferred to the United States.

CHILDREN'S PRIVACY

Our Services are not intended for persons under 13 years of age. We do not knowingly collect or maintain personal information from persons under 13 years of age. If we learn that we have collected personal information from persons under 13 through our Services, we will take appropriate steps to delete this information. Children 13 and older will be required to have parental consent to receive our services.

CHANGES TO THIS PRIVACY STATEMENT

We may update this Privacy Statement from time to time to reflect changes to our practices, technology, legal requirements, and other factors. When changes are made to this Privacy Statement, they will become effective immediately upon posting. You can check the date at the bottom of this page to see when this Privacy Statement was last revised. We encourage you to review this Privacy Statement periodically for the latest information on our information processing practices.

To the extent that our Privacy Statement changes in a material way, the Privacy Statement that was in place at the time that you submitted personal information to us will generally govern that information unless we receive your consent (express or implied) to the new Privacy Statement where and as required by applicable law.

CONTACT INFORMATION

If you have any questions, comments, or complaints concerning our privacy practices please contact us directly at: clientservices@serenitygracecounseling.com.

We will attempt to respond to your requests and to provide you with additional privacy-related information.