

# Privacy Policy

Effective Date: April 1, 2025

The Emerald Soul, LLC ("we," "us," or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and protect the personal information of our clients.

## 1. Information We Collect

We collect personal information such as your name, email address, phone number, and any other details you provide when you schedule a session or interact with us. Additionally, we maintain confidential session notes for internal use only.

## 2. How We Use Your Information

The personal information we collect is used for the following purposes:

- To schedule appointments and provide services.
- To communicate session details, reminders, and updates.
- To send occasional updates or offers if you subscribe to our newsletter.

We do not share your personal information with third parties except where necessary for processing payments or providing services.

## 3. Third-Party Sharing

We do not sell or rent your personal information to third parties. However, we may share your personal data with trusted service providers (e.g., payment processors, email platforms) who help us perform essential functions related to providing our services. These third parties are obligated to keep your information confidential and use it solely for the purpose of facilitating our services.

## 4. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including providing services, maintaining session records, and complying with legal obligations. When information is no longer needed for these purposes, we will securely delete or anonymize it.

## 5. Cookies and Tracking

Our website may use cookies and other tracking technologies to improve your experience and analyze site usage. You may disable cookies through your browser settings, but this may limit some features of the website.

## 6. Your Rights (For California Residents)

If you are a California resident, you have the right to:

- Request access to the personal information we collect.
- Request deletion of your personal information.
- Opt-out of the sale of your personal information (note: we do not sell personal data).

To exercise these rights, please contact us at [hello@theemeraldsoul.com](mailto:hello@theemeraldsoul.com).

## 7. Data Security

We take reasonable measures to protect your personal information from unauthorized access, disclosure, or misuse. These measures include encryption, secure payment systems, and restricted access to session notes.

## 8. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from individuals under the age of 18. If a parent or guardian wishes to provide services to a minor, they must provide written consent for their participation.

## 9. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy from time to time. If we make changes, we will update the effective date at the top of this page and post the revised policy on our website. You are encouraged to review this Privacy Policy periodically to stay informed of how we protect your information.

## 10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

The Emerald Soul, LLC

Email: [hello@theemeraldsoul.com](mailto:hello@theemeraldsoul.com)

Website: [www.theemeraldsoul.com](http://www.theemeraldsoul.com)