

Online Privacy Policy

Effective Date: September 23, 2026

This Online Privacy Policy (“Policy”) applies to www.iowafamilycounseling.com and Iowa Family Counseling (“Company”). By using our website, you consent to the data practices described in this Policy.

1. Information We Collect

We do not collect personal information unless you voluntarily provide it. You may be asked to provide personal information when using certain features, including:

- Creating an account
- Requesting services or resources
- Entering promotions or surveys
- Signing up for offers
- Contacting us directly
- Submitting payment information for products or services

We collect and use this information to:

- Communicate with you about requested services or products
- Provide, maintain, and improve our services
- Offer customer assistance and technical support
- Generate aggregated, non-identifiable data for service improvement
- Comply with applicable laws and regulations

2. Data Storage and Security

Our website is hosted on the Wix.com platform. Wix provides the online infrastructure that allows us to offer information and services. Your data may be stored through Wix’s secure data storage, databases, and applications. Wix stores data on secure servers protected by firewalls.

All direct payment gateways offered by Wix comply with PCI-DSS standards, ensuring secure handling of credit card information.

3. Sharing Your Information

We do **not** sell, rent, or lease personal information.

We may share information with trusted service providers who assist with:

- Statistical analysis
- Email or postal communications
- Customer support

- Deliveries or service fulfillment

These partners are required to maintain confidentiality and may only use your information to provide services on our behalf.

We may also disclose information if required by law or when necessary to:

- Comply with legal processes
- Protect our rights or property
- Ensure the safety of our users or the public

4. Automatically Collected Information

We may automatically collect technical information such as:

- IP address
- Browser type
- Access times
- Referring website addresses

This information helps us operate the website, maintain service quality, and analyze usage trends.

5. Cookies

Our website may use cookies to enhance your online experience. Cookies help:

- Recognize returning visitors
- Save preferences
- Simplify account or form completion

You may choose to decline cookies through your browser settings. Doing so may limit certain website features.

6. External Links

Our website may contain links to third-party sites. We are not responsible for the content or privacy practices of those sites. We encourage you to review their privacy policies before providing personal information.

7. Your Right to Request Deletion

Upon receiving a verifiable request, we will:

- Delete your personal information from our records
- Direct service providers to delete your information

We may decline deletion requests when information is needed to:

- Complete a transaction or fulfill a contract
- Detect or prevent security incidents or fraud
- Debug or repair system errors
- Comply with legal obligations
- Support public interest research (with your consent)
- Enable internal uses aligned with your relationship with us
- Exercise or protect legal rights

8. Children Under 13

We do not knowingly collect personal information from children under 13. Individuals under 13 must have a parent or guardian's permission to use this website.

9. Protected Health Information (PHI)

This website is intended for general information and communication purposes only. It is not designed to receive, store, or transmit Protected Health Information (PHI) as defined by HIPAA. Information submitted through website forms, email, or other general contact features may not be HIPAA-secure.

PHI should only be shared through approved clinical communication channels provided by Iowa Family Counseling (such as secure client portals or HIPAA-compliant messaging systems). If you need to share clinical or sensitive information, please contact us directly so we can guide you to the appropriate secure method.

10. Email Communications

We may contact you via email to provide:

- Announcements
- Service updates
- Promotional offers
- Alerts or confirmations
- Surveys or feedback requests

You may opt out of marketing or promotional emails by replying "unsubscribe" or "stop."

11. Changes to This Policy

We may update this Policy to reflect changes in services, practices, or legal requirements. Significant changes will be communicated through:

- Email notifications
- Notices on our website
- Notices posted at our office

Continued use of the website after updates constitutes acceptance of the revised Policy.

12. Contact Information

If you have questions or believe we have not adhered to this Policy, please contact:

Iowa Family Counseling

409 B Ave

Kalona, Iowa 52247

Mailing: PO Box 308 - Riverside, IA 52327

Email: info@iowafamilycounseling.com

Phone: 641-777-2774