

PRIVACY POLICY

Feel Better PLLC

Effective Date: [EFFECTIVE DATE]

This Privacy Policy describes how Feel Better PLLC ("we," "us," or "our") collects, uses, and discloses information through our website, intake screener, and scheduling tools. This Policy applies to general website and business information. For information specifically about your protected health information ("PHI") as a patient, please see our separate Notice of Privacy Practices.

Information We Collect

We may collect the following categories of information when you visit our website or use our intake screener:

- Information you provide directly, such as your responses to our eligibility screener, your name, and contact information.
- Information collected automatically, such as your IP address, browser type, device information, and general usage data through standard website analytics.
- Payment-related information, which is collected and processed directly by our third-party payment processor, Stripe. We do not directly collect or store your full payment card information on our website.
- Scheduling information, collected through our third-party scheduling platform, used to book and manage your appointments.

How We Use Your Information

We use the information we collect to:

- Determine your eligibility for our services through our screening process.
- Schedule and manage appointments.
- Process payments for services rendered.
- Communicate with you about your care, account, or our services.
- Improve our website and the services we offer.
- Comply with applicable legal and regulatory obligations.

How We Share Your Information

We do not sell your personal information. We may share information with:

- Third-party service providers who help us operate our business, such as our payment processor (Stripe), scheduling platform, and electronic health record / telehealth platform. These providers are only permitted to use your information to provide services to us.
- Pharmacies, for the purpose of fulfilling prescriptions you have authorized.

- Laboratories, if you have consented to lab testing as part of your care.
- Regulators or legal authorities, where required by law.

Cookies and Website Analytics

Our website may use cookies or similar tracking technologies to understand how visitors interact with our site and to improve the browsing experience. You can control or disable cookies through your browser settings, though some website features may not function properly without them.

Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect your information. However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

Data Retention

We retain information for as long as necessary to provide our services, comply with legal and regulatory obligations (including applicable medical recordkeeping requirements), and resolve disputes.

Your Choices

You may contact us at any time to ask questions about the information we have collected about you, to request corrections, or to ask that we stop using your information for certain purposes, subject to our legal and recordkeeping obligations.

Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from individuals under the age of 18 through our website.

Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be indicated by a revised effective date and will be posted on our website.

Contact Us

Feel Better PLLC

Provider: Kylee Martin, FNP-C

Address: Littlefield, AZ [complete street address to be added]

Email: help.feelbetter@outlook.com

This document is a general-purpose template and has not been reviewed by an attorney. It should be reviewed by qualified legal counsel before use.