

# Enlightenment Counseling Center

## Terms of Service, Privacy Policy, and Disclaimer

### Terms of Service

By accessing or using the services of Enlightenment Counseling Center ("we," "us," or "our"), you agree to be bound by the terms and conditions described herein. Our services are provided in accordance with all applicable federal, state, and local laws and regulations. 1. **Eligibility:** Services are available to individuals who are legally able to form binding contracts. You must be 18 years or older to access therapy services unless parental or guardian consent is provided. 2. **Use of Services:** Our counseling services are provided by licensed professionals. You agree not to use our services for unlawful purposes or in a manner that could damage, disable, or impair the operation of the website or services. 3. **Cancellation Policy:** Clients are expected to give at least 24-hour notice for cancellations. Failure to provide notice may result in a missed appointment fee. 4. **Emergency Services:** Enlightenment Counseling Center does not provide emergency mental health services. If you are experiencing a crisis, please call 911 or go to the nearest emergency room.

### Privacy Policy

We are committed to protecting your privacy and personal health information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). This policy explains how we collect, use, and protect your information. 1. **Information We Collect:** We collect personal information, including name, date of birth, contact information, and health history, when you engage with our services. 2. **Use of Information:** Your information is used for scheduling, treatment planning, and coordinating care. We may also use anonymized data for internal quality improvement purposes. 3. **Disclosure:** We will not share your personal health information without your written consent unless required by law (e.g., risk of harm, abuse, court orders). 4. **Security:** We use physical, administrative, and technical safeguards to protect your information. Electronic records are stored securely in HIPAA-compliant systems. 5. **Your Rights:** You have the right to access and request correction of your health information, request restrictions, and receive an accounting of disclosures.

### Disclaimer

The information provided on this website and during our services is intended for educational and informational purposes only and is not a substitute for professional mental health advice, diagnosis, or treatment. 1. **No Guarantee:** While we strive to provide high-quality mental health services, we cannot guarantee specific outcomes or results. 2. **Third-Party Content:** Our website may contain links to third-party sites. We are not responsible for the content, accuracy, or privacy practices of those sites. 3. **Changes:** We reserve the right to modify these policies at any time. Updates will be posted on our website, and continued use of our services constitutes acceptance of those changes.

If you have any questions about these policies, please contact us directly at Enlightenment Counseling Center. Your use of our website and services signifies your acceptance of these terms.