



# Privacy Policy

Note: This is the Privacy Policy for clients of Karissa Brennan, LMHC & Cloud Counseling.

## 1. This Privacy Policy

**a. Your privacy is extremely important to us.** We are constantly putting great deal of thought, efforts, tools and procedures in order to protect and safeguard your privacy. This document is our "Privacy Policy" and it contains details on issues related to your privacy when using our services. It is intended to inform you of our policies, procedures and practices regarding the collection, use and disclosure of any information that you provide through these Platforms. When the terms "we", "us", "our" or similar are used in this Agreement, they refer to any company that owns and operates these Platforms (the "Company"), Karissa Brennan, LMHC, Cloud Counseling, its affiliated companies and the shareholders, directors, officers, employees, consultants, contractors, subcontractors, agents, advisors, assignees and successors of the aforementioned companies.

## 2. Information Collection and Use

To let us operate these Platforms effectively and to let you use BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com, including the Provider Services, we have to collect and use some information from you (the "Information"). You may decide which Information, if any, you would like to share with us but some functions of these Platforms may not be available to you without providing us the necessary Information. By deciding to provide the Information you agree to our methods of collections and use, as well to other terms and provisions of this Privacy Policy. The different types of Information we collect and how we intend to use them are detailed below.

### **a. Personally Identifiable Information:**

When you sign up for BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com, update your account details, provide your billing information, provide your emergency contact information or make other use of our services, we may ask you for personally identifiable information ("Personal Information"). The Personal Information can be used to contact you or identify you and it may include, but not limited to, your name, your email, your phone number, your address and your credit card information. We may use the Personal Information, either by itself or in conjunction with other information, for the following purposes:

- Create your account at our Platform, let you login into the account, administer your account, monitor your account, provide customer service and contact you with information, alerts and suggestions that are related to your account.
- Billing-related purposes.
- Reach out to you, either ourselves or using the appropriate authorities, if either we or Karissa Brennan, LMHC has a good reason to believe that you or any other person may be in danger or may be either the cause or the victim of a criminal act.
- Let Karissa Brennan, LMHC know your first name so she can communicate with you effectively.
- Let Karissa Brennan, LMHC know your state to ensure he is licensed and qualified to provide a service to you.

**b. Profile Information:**

We may ask you several questions about you and your needs. ("Profile Information"). This information is shared with Karissa Brennan, LMHC through the Platforms. We may use the Profile Information, either by itself or in conjunction with other information, for the following purposes:

- Help us and Karissa Brennan, LMHC to get to know you and your needs.
- Collect and analyze statistical or aggregated information which is not personally identifiable.

**c. Log Data:**

When you use these Platforms, our servers or servers of third party services automatically record information that your browser sends ("Log Data"). This Log Data may include, but not limited to, information such as your computer, Internet Protocol address ("IP"), pages that you visit and the time spent on those pages, actions that you take and other statistics. We may use this information, either by itself or in conjunction with other information for the following purposes:

- Monitor, analyze and improve the use and functionality of these Platforms, the Platform's technical operation and the match of the Platform functionality to your needs and preferences.

**d. Session Content:**

While using BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com you and Karissa Brennan, LMHC would likely write or say things by means of text-based communication (such as messages), verbal communication or video communication, either internally or to each other (collectively "Session Content"). The Session Content is shared with Karissa Brennan, LMHC. The Session Content may be used, either by itself or in conjunction with other information, for the following purposes:

- Let Karissa Brennan, LMHC provide the service to you.
- Supervise, administer and monitor the service.
- Allow professional supervision to Karissa Brennan, LMHC by qualified professionals.
- Allow Karissa Brennan, LMHC to retain records for 6 years as mandated by New York State for mental health counselors.

*Note that all communications transmitted through these Platforms, may be recorded or monitored for quality assurance and training purposes and become part of your file and records.*

### **3. Cookies and Web Beacons**

Like many websites, BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com use "cookies" and "web beacons" to collect information. A "cookie" is a small data file that is being transferred to your computer's hard disk for record-keeping purposes. A "web beacon" is a tiny image, placed on a Web page or e-mail that can report your visit or use. We use cookies and web beacons to enable the technical operation of these Platforms, to administer your log-in to your account and to collect the Log Data. You can change your browser's settings to it will stop accepting cookies or to prompt you before accepting a cookie. However, if you do not accept cookies you may not be able to use these Platforms. These Platforms may also include the use of cookies and web beacons of services owned or provided by third parties that are not covered by our privacy policy and we do not have access or control over these cookies and web beacons.

### **4. Phishing**

Online identity theft and account hacking, including the practice currently known as "phishing", are of great concern. You should always suspect when you are being asked for your account information and you must always make sure you do that in these secure systems. We will never request your login information, your credit card information, in a non-secure or unsolicited communication (e-mail, phone or otherwise).

### **5. Aggregate Information and Non-Identifying Information**

BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com may share aggregated information that does not include any Personal Information with third parties for any purpose, including but not limited to industry analysis, research, business transactions and public relations.

### **6. Links**

These Platforms may contain links to other websites, services or offers which are owned, operated or maintained by third parties. If you click on a third party link, you will be directed to that third website or service. The fact that we link to a website or service is not an endorsement, authorization or representation of our affiliation with that third party, nor is it an endorsement of their privacy or information security policies or practices. We do not have control over third party websites and services and we do not have control over their privacy policies and terms of use.

## **7. Service Providers**

BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com may employ third party companies and individuals to facilitate the Platforms, to perform certain tasks which are related to these Platforms or to provide audit, legal, operational or other services for us. These tasks include, but not limited to, customer service, technical maintenance, monitoring, email management and communication, database management, billing and payment processing, reporting and analytics. When needed we may disclose information, including Personal Information, to such third parties but we will try to limit the Personal Information disclosed to the minimum necessary to perform their task.

## **8. Children's Privacy**

We do not knowingly collect or solicit any information from anyone under the age of 13 or knowingly allow such persons to become our user. BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com are not directed and not intended to be used by children under the age of 13. If you're aware that we have collected Personal Information from a child under age 13 please let us know by contacting us and we will delete that information.

We also do not allow anyone under the age of 18 to use these Platforms without parental consent, authorization and presence.

## **9. International Transfer**

Your information may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. If you are located outside the United States and choose to provide information to us, we may transfer Personal Information to the United States and processes it there. If you are located in the United States and choose to provide information to us, we may also transfer some Personal Information outside of the US and processes it there. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to such transfers.

## **10. Compliance with Laws and Law Enforcement**

We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information, including Personal Information, to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (including but not limited to subpoenas), to protect the property and rights of ourselves or a third party, to protect the safety of the public or any person, or to prevent or stop activity we may consider to be, or to pose a risk of being, any illegal, unethical or legally actionable activity. We may disclose information, including Personal Information, to take precautions against liability. You should also be aware that Providers may be obliged to disclose information to law enforcement or other authorities to conform to their professional and legal responsibilities. Specifically, and without limitation, you should be aware that the law requires mental health professionals to disclose information and/or take action in the following cases: (a) reported or suspected abuse of a child or vulnerable adult; (b) serious suicidal potential; (c) threatened harm to another person; (d) court-ordered presentation of treatment.

## **11. Data Retention**

You may review, update, correct or delete the Personal Information in your Account by contacting the Platform administrators or by editing it online. If you would like the Platform administrators to delete your Personal Information or any other information from our system, please contact them and they will use commercially reasonable efforts to honor your request. However, we may retain an archived copy of your records as required by law for legitimate business purposes and for legal New York State mental health counseling recordkeeping purposes. There may also be residual information that will remain within our databases and other records, including, without limitation, some data may that may be still archived and stored offline.

## **12. Security**

The security of your Personal Information is very important to us. Therefore, BetterHelp.com, VirtualTherapyConnect.com and PrestoExperts.com employ measures to protect this information from unauthorized access, use, and disclosure. However, the confidentiality of any communication transmitted through these Platforms or stored with us cannot be guaranteed, especially if your password is not strong (a strong password is alphanumeric with a symbol). Please remember that no method of electronic transmission over the Internet or method of storage can be 100% secure. You acknowledge and agree that you share and transmit the information at your own risk, as further detailed in our terms of use. If you have reason to believe that there has been of security, including but limited to "hacking" to your account, you must notify us immediately.

## **13. Changes to the Privacy Policy**

We may update this privacy statement at our sole discretion. The date of the last revision of this policy appears at the top of this page. We encourage you to periodically review this page for the latest information on our privacy policy and practices.

## **14. Contacting us**

If you have any questions or concerns about this Privacy Policy or our privacy-related practices, please contact us by clicking the "Stay Connected" email link at the top of any page in our website Cloud-Counseling.com.

I have read and accept the above Privacy Policy for conducting online therapy with Cloud Counseling and Karissa Brennan, LMHC.

By typing your name here, you are signing this consent electronically. You agree your electronic signature is the legal equivalent of your manual signature.

Today's Date