

Privacy Policy

Effective as of November 17, 2025

Natural Matters Restorative Health, LLC is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner.

This Privacy Policy outlines how we collect, use, disclose, **and safeguard** your information when you visit our website or use our services.

1. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, and mailing address.
- **Health Information:** Details voluntarily shared for assessments, wellness consultations, or healing services.
- **Billing Information:** Credit card details and billing address when you make a purchase.
- **Technical Information:** IP address, browser type, operating system, and usage data collected via cookies and analytics tools.

2. How We Use Your Information

We use your information to:

- Provide and manage our services.
- Schedule and communicate about appointments.
- Respond to inquiries and offer support.
- Send updates, wellness content, and promotional materials (with your consent).
- Process payments and transactions.
- Improve our website and services.

3. SMS and Email Communications

If you choose to opt in, we may send you SMS or email messages for appointment reminders and service updates. You may opt out at any time by following the unsubscribe or STOP instructions provided.

4. Sharing of Information

We do not sell or rent your personal information. We may share information with trusted third parties only when necessary to:

- Process payments securely.
- Provide services (e.g., scheduling platforms, email services).
- Comply with legal obligations.

5. Data Security

We implement reasonable physical, technical, and administrative safeguards to protect your information. However, no method of transmission over the Internet is 100% secure.

6. Your Rights and Choices

You have the right to:

- Access and update your personal information.
- Request deletion of your data, subject to legal and contractual obligations.
- Withdraw consent for marketing communications.

7. Cookies and Tracking

Our website may use cookies and similar technologies to improve user experience. You can control cookie settings through your browser preferences.

8. Children's Privacy

Our services are not intended for children under the age of 18. We do not knowingly collect personal information from children.

9. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites, and we encourage you to read their policies.

10. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page with an updated effective date.

11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Natural Matters, LLC

kirsten@kirstencarbhone.com

860.794.6534