

## **Privacy Policy**

Serene Springs Support Services (“we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website, contact us, or use our services.

### **Information we collect**

We may collect information you provide directly, such as your name, email address, phone number, and any details you submit through contact forms, booking forms, or other website features. We may also collect information automatically, including IP address, browser type, device information, pages visited, and cookies or similar tracking data.

### **How we use information**

We use information to respond to inquiries, schedule appointments, provide services, improve our website, communicate with you, and maintain security. We may also use information to comply with legal obligations and to support our business operations.

### **How we share information**

We do not sell your personal information. We may share information with trusted service providers that help us operate our website, manage communications, process payments, or provide technical support. We may also disclose information if required by law or to protect our rights, safety, or property.

### **Messaging and contact consent**

If you provide your phone number or email address, you consent to receive communications related to your inquiry, appointment, or services you request. Standard message and data rates may apply for text messages, and you may opt out of non-essential communications at any time.

### **Cookies and tracking**

Our website may use cookies and similar technologies to improve functionality, understand how visitors use the site, and enhance user experience. You can usually disable cookies through your browser settings, but some parts of the website may not function properly if you do.

### **Data security**

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

**Data retention**

We keep personal information only as long as reasonably necessary to fulfill the purposes described in this policy, comply with legal requirements, resolve disputes, and enforce our agreements.

**Your choices**

You may contact us to request access to, correction of, or deletion of certain personal information, subject to applicable law. You may also opt out of marketing communications by following the instructions in those messages or contacting us directly.

**Third-party links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices, content, or policies of those websites.

**Children's privacy**

Our website is not intended for children under 13, and we do not knowingly collect personal information from children under 13.

**Changes to this policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised effective date.

## **Terms and Conditions**

### **Terms of Use**

Serene Springs Support Services provides this website, Site, to you conditioned on your acceptance, without modification, of the terms, conditions, and notices contained herein. Your use of this Site constitutes your agreement to all such terms, conditions, and notices.

### **Modification of these Terms of Use**

We reserve the right to change the terms, conditions, and notices under which this Site is offered, including but not limited to any charges associated with use of this Site.

### **Links to Third-Party Sites**

This Site may contain links to other websites ("Linked Sites"). The Linked Sites are not under our control, and we are not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. We are not responsible for webcasting or any other form of transmission received from any Linked Site. We provide these links only as a convenience, and the inclusion of any link does not imply endorsement by us of the site or any association with its operators.

### **No Unlawful or Prohibited Use**

As a condition of your use of this Site, you warrant to us that you will not use this Site for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use this Site in any manner that could damage, disable, overburden, or impair this Site or interfere with any other party's use and enjoyment of this Site. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided through this Site.

### **Content You Submit**

When using this Site, you may have the opportunity to submit reviews, feedback, or messages regarding your experiences with us, or to participate in any communication features designed to allow you to communicate with us or others. You agree to use any such communication features

only to post, send, and receive messages and material that are proper and related to the particular service.

By way of example, and not as a limitation, you agree that when using any communication feature, you will not post content that contains:

- Personal or confidential information, including phone numbers, addresses, or health information.
- Vulgar, offensive, derogatory, obscene, profane, or inflammatory language or content.
- Threats or personal attacks on others.
- Discriminatory content or hate speech based on race, ethnic origin, religion, disability, gender, gender identity, sexual orientation, age, or veteran status.
- Misrepresentations, including content submitted fraudulently on behalf of others or that misrepresents your identity or your connection with us.
- Content that is not applicable to Serene Springs Support Services.
- Advertising or solicitations.
- Illegal content.
- References to or information about ongoing legal matters or proceedings.

You further agree that you will not:

- Upload files that contain viruses, corrupted files, worms, or similar software that may damage the operation of another computer.
- Conduct or forward surveys, contests, pyramid schemes, or chain letters.
- Download any files posted by another user of a communication feature that you know, or reasonably should know, cannot be legally distributed in that manner.
- Falsify or delete author attributions, legal notices, or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded.
- Harvest or otherwise collect information about others, including email addresses or other contact information, without their consent.
- Violate any code of conduct or other guidelines that may apply to any communication feature.
- Violate any applicable laws or regulations.

We have no obligation to monitor any communication features. However, we reserve the right to review materials posted to such features and to remove any materials in our sole discretion. We reserve the right to terminate your access to any or all communication features at any time

without notice for any reason whatsoever. We may monitor such features to satisfy any law, regulation, or governmental request, if such disclosure is necessary or appropriate to operate this Site, or to protect our rights or property or the rights or property of others. We reserve the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process, or governmental request, or to edit, refuse to post, or remove any information or materials, in whole or in part, in our sole discretion. Materials uploaded to a communication feature may be subject to posted limitations on usage, reproduction, or dissemination, and you are responsible for following those limitations if you download the materials.

### **Liability Disclaimer**

The information, software, products, and services included in or available through this Site may include inaccuracies or typographical errors. Changes are periodically added to the information herein, and we and/or our suppliers may make improvements and/or changes to this Site at any time. Advice received via this Site should not be relied upon for personal, medical, legal, or financial decisions, and you should consult an appropriate professional for specific advice tailored to your situation. We and/or our suppliers make no representations about the suitability, reliability, availability, timeliness, or accuracy of the information, software, products, services, and related graphics contained on this Site for any purpose. To the maximum extent permitted by applicable law, all such information, software, products, services, and related graphics are provided as is without warranty or condition of any kind. We and/or our suppliers disclaim all warranties and conditions regarding this information, software, products, services, and related graphics, including all implied warranties or conditions of merchantability, fitness for a particular purpose, title, and non-infringement. To the maximum extent permitted by applicable law, in no event shall we and/or our suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages, or any damages whatsoever, including without limitation damages for loss of use, data, or profits, arising out of or in any way connected with the use or performance of this Site, with the delay or inability to use this Site or related services, the provision of or failure to provide services, or for any information, software, products, services, and related graphics obtained through this Site, or otherwise arising out of the use of this Site, whether based on contract, tort, negligence, strict liability, or otherwise, even if we or any of our suppliers has been advised of the possibility of damages. Because some states or jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. If you are dissatisfied with any portion of this Site or with any of these Terms of Use, your sole and exclusive remedy is to discontinue using this Site.

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### **Notices**

Please contact us by phone or email using the contact information posted on this Site.