

PRIVACY POLICY

Effective Date: August 22, 2026

Last Updated: August 22, 2026

Gentle Reflections Energy Healing, LLC ("Gentle Reflections Energy Healing," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how we collect, use, disclose, and protect information when you visit or use **www.GentleReflectionsEnergyHealing.com**, schedule or purchase Services, communicate with us, subscribe to our communications, participate in virtual sessions, download materials, or otherwise interact with us online or offline in connection with our business.

By using our website or voluntarily providing information to us, you acknowledge that you have had an opportunity to review this Privacy Policy.

1. WHO WE ARE

Gentle Reflections Energy Healing, LLC

Attn: Carol Lucia Lopez, CHt

430 Main St., Ste. 4

Williamsburg, KY 40769

United States

Phone: (606) 410-5338

Email: CarolLucia@CarolLucia.com

Gentle Reflections Energy Healing provides complementary wellness, personal-development, energy-based, hypnotherapy, spiritual, and related services.

2. INFORMATION WE COLLECT

The information we collect depends upon how you interact with us.

A. Information You Provide Directly

You may provide information including:

- Name;
- Email address;
- Telephone number;
- Mailing or physical address;

- Appointment and scheduling information;
- Payment and transaction information;
- Information submitted through website contact or inquiry forms;
- Information submitted when requesting or downloading a resource;
- Information submitted when subscribing to email communications;
- Information voluntarily provided before, during, or after a session;
- Communications sent to us by email, telephone, text, or other means;
- Information contained in testimonials or reviews you voluntarily submit; and
- Other information you voluntarily choose to provide.

Because our Services may involve personal reflection, emotional experiences, life circumstances, relationships, beliefs, stress, trauma-related experiences, personal history, or other sensitive subjects, information you voluntarily provide may be sensitive in nature.

You should not provide information that you do not wish us to receive.

B. Information Collected Automatically

When you visit our website, certain information may be collected automatically, depending on the website features and tracking technologies enabled at the time.

This may include:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Approximate geographic location;
- Referring website;
- Pages viewed;
- Date and time of access;
- Website interactions;
- Device and technical information; and
- Cookie and similar technology identifiers.

3. COOKIES AND TRACKING TECHNOLOGIES

Our website may use cookies, pixels, scripts, tags, local storage, analytics technologies, and similar technologies.

These technologies may be used for:

- Website functionality;
- Security;
- Remembering preferences;
- Measuring website traffic;

- Understanding how visitors use the website;
- Improving website performance;
- Measuring marketing effectiveness; and
- Advertising or audience measurement, where enabled.

GoDaddy Websites + Marketing provides functionality for displaying a cookie/tracking notice and allowing visitors to accept or decline certain tracking technologies. Where required by applicable law, we intend to use appropriate consent or opt-out mechanisms.

GoDaddy's documentation specifically notes that its cookie banner can control whether third-party tracking such as Google Analytics or Meta Pixel is loaded.

Your browser may also provide controls for managing cookies.

4. GOOGLE ANALYTICS

We may use **Google Analytics** to understand how visitors use our website.

Google Analytics may collect information such as:

- Pages viewed;
- Approximate location;
- Device and browser information;
- Referring sources;
- Website interactions; and
- Other usage information.

Google Analytics may use cookies and similar technologies.

Where applicable, we will use the privacy and cookie controls provided through our website and Google Analytics configuration.

Google's processing of information is also governed by Google's own policies and terms.

5. META PIXEL AND RELATED META TECHNOLOGIES

We may use Meta Pixel or related Meta technologies to measure website activity, understand advertising effectiveness, create audiences, or deliver advertising.

Where enabled, Meta may receive information about website interactions subject to our website's tracking settings and applicable consent requirements.

Meta's handling of information is governed by Meta's own privacy policies and terms.

6. GOOGLE reCAPTCHA

We may use Google reCAPTCHA or similar security technology to protect website forms and other features against spam, abuse, automated submissions, and malicious activity.

Use of reCAPTCHA may involve Google collecting technical and usage information necessary to provide and secure the service.

Google's privacy policies and terms apply to its processing of information through reCAPTCHA.

7. GO DADDY WEBSITE, APPOINTMENTS, FORMS, AND BUSINESS SERVICES

Our website is operated using **GoDaddy Websites + Marketing / Website Builder**.

We use GoDaddy services for functions that may include:

- Website hosting and operation;
- Website forms;
- Online appointments and scheduling;
- Customer and appointment management;
- Payment-related functionality;
- Email marketing and communications;
- Website analytics and related functionality;
- Cookies and tracking controls; and
- Other website and business-management functions offered through our GoDaddy account.

Information you submit through GoDaddy-powered website features may be processed by GoDaddy and its service providers as necessary to provide those functions.

GoDaddy's own privacy policies and contractual terms also apply to GoDaddy's processing of personal information.

Our website was created using GoDaddy Website Builder powered by Airo. Airo is a GoDaddy website-building technology. We are not using Airo Plus design tools or capabilities.

8. ONLINE APPOINTMENTS

We use GoDaddy Online Appointments to allow visitors and clients to schedule Services.

When you schedule an appointment, information may include:

- Name;

- Email address;
- Telephone number;
- Selected service;
- Appointment date and time;
- Appointment location or virtual-session information;
- Payment status;
- Scheduling notes; and
- Other information you voluntarily submit during the booking process.

Appointment confirmations, reminders, changes, cancellations, and related administrative communications may be sent automatically through GoDaddy's appointment and email systems.

GoDaddy documents that appointment booking can be integrated directly into Websites + Marketing sites and that appointment confirmations may be sent through its email automation functionality.

9. PAYMENTS

We use **GoDaddy Payments** as our primary payment-processing service.

Depending upon the payment options we make available, we may also accept payments through services such as PayPal or Venmo.

When you make a payment, payment information may be collected and processed by the applicable payment provider.

We do not intend to store complete payment-card numbers on our own website systems when the transaction is processed by a third-party payment processor.

Payment processors may receive information necessary to process the transaction, prevent fraud, comply with legal requirements, provide receipts, and maintain transaction records.

GoDaddy's appointment system supports online payments through GoDaddy Payments and other supported payment providers.

Your use of a third-party payment service may also be subject to that provider's separate privacy policy and terms.

10. EMAIL MARKETING AND COMMUNICATIONS

We use GoDaddy Email Marketing and may use additional email-marketing or customer-communication services, including **Mailchimp** and **ConvertKit**, depending on the particular communication, campaign, form, or automation.

You may provide your email address when you:

- Subscribe to our newsletter;
- Request a free resource;
- Submit a website form;
- Book an appointment;
- Purchase a Service; or
- Otherwise voluntarily request communications from us.

We may use your email address to send:

- Newsletters;
- Reflection practices;
- Educational content;
- Blog or article updates;
- Announcements;
- Promotional communications;
- Appointment-related communications;
- Transactional communications; and
- Other communications you have requested or that are necessary to administer your relationship with us.

You may unsubscribe from marketing communications at any time using the unsubscribe mechanism provided in the communication.

Unsubscribing from marketing communications does not necessarily stop transactional or administrative communications, such as appointment confirmations, payment receipts, cancellation notices, or other communications necessary to provide Services.

11. ZOOM AND FUTURE VIDEO-CONFERENCING SERVICES

We currently use **Zoom** for certain virtual sessions.

When you participate in a Zoom session, information may be processed by Zoom in connection with the meeting, including information associated with your Zoom account or meeting participation and technical information necessary to operate the service.

Depending upon the settings used for a particular session, additional information may be processed, such as audio, video, chat, or other meeting-related information.

We do not intentionally record sessions unless we expressly inform you beforehand and obtain any consent required by applicable law.

Zoom maintains its own privacy policies and controls. Zoom's current Privacy Statement describes the personal data it may collect and process in connection with its products and services.

We expect to transition some or all virtual sessions from Zoom to **Proton Meet** in the future. When that transition occurs, Proton's applicable privacy policies and terms will govern Proton's processing of information through its service.

12. CANVA AND CREATIVE SERVICES

We may use Canva to create graphics, documents, promotional materials, educational materials, social-media content, or other business materials.

Canva may process information associated with the operation of its services when we use its platform.

Canva is not necessarily used to collect information directly from visitors to this website. Its inclusion in our technology ecosystem does not mean that every website visitor's information is transmitted to Canva.

13. THIRD-PARTY SERVICE PROVIDERS

We may use third-party providers to operate, secure, market, communicate about, or provide portions of our Services.

These providers may include:

- GoDaddy;
- GoDaddy Payments;
- Google;
- Google Analytics;
- Google reCAPTCHA;
- Meta;
- Mailchimp;
- ConvertKit;
- Zoom;
- Proton;
- PayPal;
- Venmo;
- Canva; and
- Other service providers we may adopt in the future.

The particular information shared with a provider depends upon the service you use and the provider's role.

For example, a visitor who merely browses informational pages may not provide information to a payment processor, while a client booking an appointment and paying online may interact with both appointment and payment systems.

We do not authorize third-party service providers to use your information for purposes unrelated to the services they provide to us except as permitted by applicable law or their own contractual rights and policies.

14. INFORMATION FROM APPOINTMENTS AND SESSIONS

You may voluntarily share personal information during a consultation or session.

We use such information to:

- Provide the requested Services;
- Communicate with you;
- Schedule and administer appointments;
- Maintain appropriate business records;
- Respond to questions or requests; and
- Meet legal, accounting, insurance, or other applicable obligations.

Gentle Reflections Energy Healing is not represented as a hospital, medical practice, or licensed mental-health treatment provider.

Information shared with us should not automatically be assumed to have the same legal privilege that may apply to communications with certain licensed healthcare or mental-health professionals.

15. HOW WE USE INFORMATION

We may use personal information to:

- Operate our website;
- Provide and administer Services;
- Schedule appointments;
- Process payments;
- Send appointment reminders and confirmations;
- Communicate with clients and prospective clients;
- Deliver requested resources;
- Send newsletters and marketing communications;
- Maintain business and financial records;
- Improve our website and Services;
- Analyze website traffic;
- Measure advertising and marketing effectiveness;
- Protect website and business security;
- Detect fraud, abuse, or unauthorized activity;
- Comply with applicable laws and legal obligations;
- Establish, exercise, or defend legal claims; and
- Carry out other purposes disclosed at the time information is collected.

16. WHEN WE MAY DISCLOSE INFORMATION

We may disclose information:

- To service providers necessary to operate our business;
- To payment processors;
- To appointment and scheduling providers;
- To email and marketing providers;
- To analytics and advertising providers where applicable;
- To video-conferencing providers when you participate in virtual Services;
- When you direct us to do so;
- With your consent;
- To comply with subpoenas, court orders, laws, regulations, or other legal requirements;
- To protect our rights, property, safety, or security;
- To investigate fraud or abuse;
- In connection with a merger, acquisition, restructuring, financing, or sale of business assets; or
- As otherwise permitted or required by applicable law.

17. LEGAL BASES AND PRIVACY RIGHTS

Depending on where you live, applicable law may provide rights relating to your personal information.

Those rights may include, where applicable:

- The right to know what personal information is collected;
- The right to request access to personal information;
- The right to request correction;
- The right to request deletion;
- The right to opt out of certain targeted advertising or sale/sharing activities;
- The right to withdraw consent where processing is based upon consent;
- The right to object to certain processing;
- The right to limit certain uses of sensitive personal information; and
- The right to appeal a denied privacy request where applicable.

Not every right applies in every jurisdiction, and legal exceptions may apply.

To submit a privacy request, contact:

Carol Lucia Lopez

Gentle Reflections Energy Healing, LLC
430 Main St., Ste. 4
Williamsburg, KY 40769
(606) 410-5338
CarolLucia@CarolLucia.com

We may need to verify your identity before processing certain requests.

18. MARKETING OPT-OUTS

You may opt out of marketing email communications at any time by clicking the unsubscribe link in the applicable email.

You may also contact us directly.

If you opt out of marketing communications, we may continue sending non-marketing communications necessary to administer appointments, purchases, payments, or Services.

Where our website provides a cookie or tracking consent mechanism, you may also use that mechanism to manage certain tracking preferences.

19. DATA RETENTION

We retain information for as long as reasonably necessary to:

- Provide Services;
- Maintain appropriate business records;
- Complete transactions;
- Meet tax, accounting, legal, regulatory, contractual, and insurance obligations;
- Resolve disputes;
- Enforce agreements; and
- Protect our rights and the rights of others.

Retention periods vary depending on the type of information and the reason it was collected.

Third-party providers may retain information according to their own policies and legal obligations.

20. SECURITY

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information.

However, no electronic system, website, database, cloud service, email system, video platform, or method of transmission is completely secure.

We therefore cannot guarantee absolute security.

21. CHILDREN'S PRIVACY

Our website and Services are not directed toward children under 13.

We do not knowingly collect personal information from children under 13 through the website.

Where Services are provided to a minor, we may require appropriate parental or guardian involvement and consent.

22. INTERNATIONAL VISITORS

Our website may be accessible from outside the United States.

If you access our website or use our Services from another country, information you provide may be transferred to, processed in, or stored in the United States or other countries where our service providers operate.

Those jurisdictions may have privacy laws different from those in your country.

23. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites, social-media platforms, payment services, scheduling services, video platforms, or other websites.

We are not responsible for the privacy practices, security, content, or policies of third-party websites.

You should review the privacy policies and terms of those third parties before providing them with personal information.

24. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time.

When we make changes, we will update the "Last Updated" date.

If changes materially affect how we process personal information, we may provide additional notice where required by applicable law.

25. CONTACT US

Questions concerning this Privacy Policy or our privacy practices may be directed to:

Gentle Reflections Energy Healing, LLC

Attn: Carol Lucia Lopez, CHt
430 Main St., Ste. 4
Williamsburg, KY 40769
United States

Phone: (606) 410-5338

Email: CarolLucia@CarolLucia.com

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