

Healing Haven Residential Care

Privacy Policy

Effective Date: September 18, 2025

Healing Haven Residential Care ("we," "our," or "us") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website and/or submit forms through our online referral or intake application.

1. Information We Collect

When you use our website, especially when submitting a form, we may collect the following types of information:

- Personal Identification Information: Name, phone number, email, mailing address
- Demographic Information: Age, gender, basic health information (optional fields)
- Referrer Information: If you are submitting on behalf of someone else, your name and relationship to the applicant
- Document Uploads: You may be asked to submit documents related to your or the applicant's care needs

We do not knowingly collect or request information from children under 18.

2. How We Use Your Information

We use your submitted information for the following purposes:

- To evaluate eligibility for residential care services
- To follow up on applications and referrals
- To communicate with the applicant or referrer regarding next steps
- To maintain safety, security, and compliance
- To improve our website and services

3. How We Store and Protect Information

All information submitted through our forms is stored securely via encrypted servers provided by our website host. We restrict access to your data and only authorized staff may view or process submitted information. Although no method of transmission over the Internet is 100% secure, we use commercially acceptable means to protect your personal information.

4. Disclosure of Information

We do not sell, trade, or rent your personal information to others. We may disclose personal data if required by law, legal subpoena, or to protect the rights, safety, or property of Healing Haven Residential Care, our staff, or others.

5. Your Rights

As a website visitor and potential applicant, you have the right to:

- Know what personal data we collect and why
- Request access to your submitted information
- Request correction or deletion of inaccurate data
- Withdraw your consent (where applicable)

To request access, correction, or deletion of your information, please contact us at:

■ healinghavencare@gmail.com

■ 470-840-8480

6. Third-Party Links

Our website may contain links to external websites (such as partner agencies or references). We are not responsible for the privacy practices or content of these third-party sites.

7. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, with the updated date noted at the top.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please reach out to us:

■ healinghavencare@gmail.com

■ 470-840-8480

Service Locations Policy

Healing Haven Residential Care proudly provides services in the following states:

- Georgia
- Texas
- North Carolina

Our residential care program accepts referrals and applicants from these states who meet our general eligibility requirements. All assessments are conducted based on local compliance requirements, and our team is trained to serve the needs of each specific region. Where applicable, local housing authorities or referring case managers are welcome to contact us directly for program inquiries.

Healing Haven's team will:

- Review each applicant on a case-by-case basis
- Provide guidance on next steps, care planning, and housing availability
- Comply with any applicable local or state-specific care regulations

If you are referring from outside of Georgia, Texas, or North Carolina, please reach out to our intake team before submitting a full application to ensure eligibility.

All data collected during this process is secured under our privacy policy terms.