

WEBSITE PRIVACY POLICY

Twelve Oaks Center for Healing and Sexual Wellness

Last Updated: 8/16/2026

This Privacy Policy describes how Twelve Oaks Center for Healing and Sexual Wellness ("Twelve Oaks," "we," "us," or "our") collects, uses, and protects information gathered through our website (the "Site"). This Policy applies to information collected through the Site itself — such as our contact form, cookies, and site analytics.

This Policy is separate from, and does not replace, the HIPAA Notice of Privacy Practices that governs how Twelve Oaks handles Protected Health Information (PHI) for clients receiving clinical services. If you are seeking information about how your health information is protected as a client, please refer to our HIPAA Notice of Privacy Practices, available upon request or provided during intake.

Independent providers who lease space within our community ("Other Providers") maintain their own separate privacy practices, booking systems, and data handling policies, which are not covered by this Policy. Please refer to each Other Provider directly for information about how they handle your information.

1. INFORMATION WE COLLECT

1.1 Information You Provide Directly

When you use our contact form or otherwise reach out to us through the Site, we may collect:

- Name
- Email address
- Phone number
- Any message or information you choose to include in your inquiry

Please do not submit sensitive health information, symptoms, diagnoses, or treatment details through the general contact form. This information is best shared directly with your provider during intake or scheduled sessions, through HIPAA-compliant channels.

1.2 Information Collected Automatically

Like most websites, our Site may automatically collect certain information when you visit, including:

- IP address
- Browser type and device information
- Pages visited and time spent on the Site
- Referring website or search terms used to find our Site

This information is typically collected through cookies and similar tracking technologies (see Section 3 below).

2. HOW WE USE YOUR INFORMATION

We use the information collected through the Site to:

- Respond to inquiries submitted through our contact form
- Schedule consultations, when requested
- Improve our Site's content, functionality, and user experience
- Understand general trends in how visitors use our Site (e.g., through analytics)
- Communicate with you about our services, workshops, or trainings, if you have opted in to receive such communications

We do **not** sell, rent, or trade your personal information to third parties for marketing purposes.

3. COOKIES AND TRACKING TECHNOLOGIES

Our Site may use cookies and similar tracking technologies to collect information about how visitors use the Site. This may include analytics tools (such as Google Analytics or similar services) that help us understand Site traffic and usage patterns.

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect certain functionality of the Site.

4. THIRD-PARTY LINKS AND SERVICES

Our Site may contain links to third-party websites, including the individual websites or booking platforms of Other Providers, as well as links to social media platforms. This Privacy Policy does not apply to those third-party sites. We encourage you to review the privacy policies of any third-party website you visit.

Our Site may also be built using or hosted through third-party website platforms and services (such as website builders or scheduling tools), which may have their own data collection and privacy practices. We encourage you to review the privacy policies of these service providers as well.

5. DATA SECURITY

We take reasonable measures to protect the information collected through our Site. However, no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute security of information transmitted through the Site, including through the contact form.

For this reason, we recommend not submitting sensitive personal or health information through the general contact form, and instead waiting to share such details through secure, HIPAA-compliant channels once a formal client relationship is established.

6. CHILDREN'S PRIVACY

Our Site is not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13 through the Site. If you believe a child has provided us with personal information through the Site, please contact us so we can address it.

7. YOUR CHOICES

You may choose not to provide certain information through our Site; however, this may limit our ability to respond to your inquiry or provide certain services.

If you have subscribed to receive communications from us (such as a newsletter or workshop announcements) and wish to unsubscribe, you may do so by following the unsubscribe instructions included in those communications, or by contacting us directly.

8. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Updates will be posted on this page with a revised "Last Updated" date.

9. CONTACT US

If you have questions about this Privacy Policy or how we handle information collected through our Site, please contact us at:

Twelve Oaks Center for Healing and Sexual Wellness

PO Box 664, River Falls, WI 54022; javin@twelveoakswi.com; (651)560-3139

This document is a general template and does not constitute legal advice. Consider having this reviewed by an attorney before use, particularly to ensure compliance with any applicable state privacy laws (such as those in states where clients may be located).