



# Privacy Policy

**Effective Date:** March 23, 2020

**Last Updated:** February 22, 2026

Zen'n'ish® | Loam Kaya™ of Integrative Psychotherapy & Wellness (“we,” “us,” “our”) respects your privacy. This Privacy Policy explains how we collect, use, share, and protect information when you visit our website(s), use our services, register for courses, or interact with our content (collectively, the “Services”).

This Privacy Policy applies to:

- Our website(s) hosted on platforms including **Wix (current)** and **Squarespace (in transition and/or future)**, including [www.zennish.org](http://www.zennish.org) and related pages
- ZenLoam™ by Zen'n'ish® courses and educational offerings
- Online forms, scheduling links, email sign ups, and digital products
- Workshops, events, and retreats (registration and communications)

During our transition between website platforms, site features and integrations may change, and the information collected may vary slightly based on the tools in use at that time.

## 1) Important Notes About Therapy and HIPAA

Our website and general communications are not a secure way to share sensitive personal information.

If you become a psychotherapy client, your health information is handled under our HIPAA Notice of Privacy Practices and clinical intake documents. This Privacy Policy covers website and business operations privacy, not the full set of HIPAA rights and disclosures.

## 2) Information We Collect

We may collect information in these ways:

### A) Information you provide to us

- Contact details: name, email, phone number
- Scheduling and inquiry details you submit through forms
- Course enrollment information
- Workshop, retreat, or event registration details
- Payment related information (typically processed by third party payment processors, we do not store full card numbers)
- Communications you send us (email, messages, support requests)

## **B) Information collected automatically**

- Device and browser details (IP address, browser type, device identifiers)
- Usage data (pages visited, time on page, clicks, referring pages)
- Approximate location inferred from IP address
- Cookie and similar technology data (see Cookies section)

## **C) Information from third parties**

- Service providers that help us operate the Services (analytics, scheduling, payment, email, course platforms)
- Social media or video platforms if you engage with our content there (subject to their privacy policies)

## **3) Cookies and Similar Technologies**

We may use cookies, pixels, tags, and similar technologies to:

- Keep the site functioning properly
- Remember preferences
- Measure performance and improve the site
- Understand which pages and content are most helpful
- Support marketing, if enabled (for example, tracking conversions)

### **Your choices**

- You can adjust cookie settings in your browser to block or delete cookies.
- Some features may not work correctly if cookies are disabled.
- If we use a cookie consent banner (including one provided by Wix or Squarespace or an integrated tool), you can use it to manage preferences where available.

## **4) How We Use Your Information**

We use collected information to:

- Provide and maintain the Services
- Respond to inquiries and provide customer support
- Schedule sessions or consultations (where applicable)
- Deliver courses, workshops, or digital products
- Send administrative messages (confirmations, updates, policy notices)
- Send newsletters or marketing emails if you opt in
- Improve content, user experience, and site performance
- Protect against fraud, abuse, or security threats
- Comply with legal and professional obligations

## 5) Email Lists and Marketing

If you subscribe to our email list, we may send updates, newsletters, course announcements, offerings, and resources.

### Opt out anytime

- You can unsubscribe using the link in any marketing email.
- You may still receive non promotional messages needed to provide a service you requested (for example, purchase confirmations).

## 6) Forms, Messaging, and Sensitive Information

Please do not submit sensitive health or highly personal information through website forms unless specifically directed to a secure portal.

If you need to share protected health information as a psychotherapy client, we will direct you to the client portal or another secure method.

## 7) Analytics and Advertising

We may use analytics tools (for example, Google Analytics or similar) to understand website usage. These tools may collect data such as IP address, device identifiers, and usage patterns.

If we run advertising or track conversions, we may use pixels or tags from advertising platforms. This helps us understand whether marketing is working. It does not provide us access to your private messages or account passwords.

## 8) Website Hosting Platforms (Wix and Squarespace)

Our website is hosted using platforms that provide web hosting, forms, and related site services, including **Wix (current)** and **Squarespace (planned or in progress)**. These platforms may collect information through cookies, logs, and similar technologies as part of providing the hosting and site functionality.

Your use of our site is also subject to the applicable platform's terms and privacy practices.

## **9) Course Platforms, Scheduling, and Payments**

We may use third party providers to deliver parts of the Services, such as:

- Scheduling systems
- Course hosting or learning platforms
- Email marketing providers
- Payment processors
- Video hosting or webinar tools
- Document delivery and e signature tools

These providers may process information to perform their services. They are expected to protect information under their own policies and contractual obligations.

### **Payment note**

Payments are processed by third parties. We typically receive confirmation of payment and limited transaction details, not full card numbers.

## **10) When We Share Information**

We do not sell your personal information.

We may share information only as needed:

- With service providers who help us operate the Services (hosting, email, analytics, scheduling, payments, course platforms)
- To comply with law, court orders, or legal process
- To protect rights, safety, and security (including investigating fraud or misuse)
- With your consent

## **11) Testimonials and Reviews**

If you offer a testimonial or review, we will not post identifying information without permission. We may request a written release before using testimonials in marketing.

## **12) Embedded Content and Social Features**

Our site may include embedded content (videos, podcasts, social posts). Embedded content may behave like you visited the third party site directly and may collect data through their cookies and tracking.

### **13) Data Retention**

We keep information only as long as needed to provide the Services, maintain business records, meet legal and tax obligations, resolve disputes, and enforce agreements. Retention periods may vary by information type.

### **14) Security**

We use reasonable safeguards to protect information. No method of online transmission or storage is 100% secure, so we cannot guarantee absolute security.

### **15) Your Privacy Rights**

Depending on where you live, you may have rights such as access, correction, deletion (with exceptions), and opting out of marketing emails.

To make a request, contact us using the information below.

#### **If you are a psychotherapy client**

Your rights related to protected health information are described in our HIPAA Notice of Privacy Practices.

### **16) Children's Privacy**

Our Services are not intended for children under 13. We do not knowingly collect personal information from children under 13. If you believe a child provided us information, contact us so we can delete it.

### **17) International Visitors**

We are a U.S. based business. If you access the Services from outside the U.S., you understand your information may be processed in the United States or other locations where our service providers operate.

### **18) Changes to This Privacy Policy**

We may update this Privacy Policy periodically. We will post the updated version with a new effective date. Continued use of the Services means you accept the updated policy.

## 19) Contact Us

Questions or requests related to this Privacy Policy:

**Zen'n'ish® | Loam Kaya™ of Integrative Psychotherapy & Wellness**

Email: [Connections@zennish.org](mailto:Connections@zennish.org)

Phone: 1.877.Zennish

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## HIPAA Notice of Privacy Practices

**Zen'n'ish® | Loam Kaya™ of Integrative Psychotherapy & Wellness**

**Effective Date:** March 23, 2000

**Last Updated:** February 22, 2026

This Notice describes how medical and mental health information about you may be used and disclosed and how you can access this information. Please review it carefully.

### 1) Who Must Follow This Notice

This Notice applies to Zen'n'ish® | Loam Kaya™ of Integrative Psychotherapy & Wellness and its workforce members who provide or support your care.

### 2) Our Duties

We are required by law to:

- Maintain the privacy and security of your protected health information (PHI).
- Provide you with this Notice of our legal duties and privacy practices.
- Follow the terms of the Notice currently in effect.
- Notify you following a breach of unsecured PHI as required by law.

### 3) What Is Protected Health Information (PHI)

PHI is individually identifiable information related to your past, present, or future physical or mental health condition, the provision of health care to you, or payment for that care.

## **4) How We May Use and Disclose Your PHI Without Your Written Authorization**

The following categories describe ways we may use and disclose PHI. Not every use or disclosure in a category is listed.

### **A) For Treatment**

We may use and disclose your PHI to provide, coordinate, or manage your treatment and related services.

Examples: coordinating care with another provider you have authorized, consulting with other clinicians as clinically appropriate.

### **B) For Payment**

We may use and disclose your PHI to obtain payment for services provided to you.

Examples: providing information to a payer for reimbursement, processing payments, collections, or billing related activities.

### **C) For Health Care Operations**

We may use and disclose your PHI for practice operations to support the functioning of the practice and to improve care.

Examples: quality assessment, training, supervision, legal or audit functions, business planning, and administrative activities.

### **D) Appointment Reminders and Service Information**

We may contact you to remind you of appointments or provide information about services, benefits, or resources that may be of interest. You may request preferred methods of contact.

### **E) Business Associates**

We may disclose PHI to trusted service providers who help us operate the practice (for example, client portal, telehealth platform, billing support, secure messaging, e signature tools). These “business associates” are required to safeguard PHI and use it only as permitted by law and contract.

### **F) As Required by Law**

We may disclose PHI when required to do so by federal, state, or local law.

### **G) Public Health and Safety, Abuse, Neglect, or Domestic Violence**

We may disclose PHI to appropriate authorities as allowed or required by law to report public health concerns, or suspected abuse, neglect, or domestic violence.

## **H) Health Oversight Activities**

We may disclose PHI to a health oversight agency for activities authorized by law, such as audits, investigations, inspections, or licensure actions.

## **I) Legal Proceedings and Law Enforcement**

We may disclose PHI in response to a court order, subpoena, or other lawful process, as permitted or required by law. We may also disclose PHI to law enforcement in limited circumstances as allowed by law.

## **J) Serious Threat to Health or Safety**

We may disclose PHI if necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public, consistent with applicable law and ethical standards.

## **K) Specialized Government Functions**

We may disclose PHI as required for certain government functions, such as military or national security activities, when applicable.

## **L) Workers' Compensation**

We may disclose PHI as authorized by and to the extent necessary to comply with workers' compensation laws.

## **5) Uses and Disclosures That Typically Require Your Written Authorization**

In most situations, we will obtain your written authorization before using or disclosing your PHI for:

- Marketing purposes (as defined by HIPAA), when required.
- The sale of PHI (we do not sell PHI).
- Most disclosures of psychotherapy notes (see Section 6).
- Other purposes not described in this Notice.

You may revoke an authorization in writing at any time, except to the extent we have already acted on it.

## **6) Psychotherapy Notes**

Psychotherapy notes are a special category under HIPAA, separate from the clinical record. We will not use or disclose psychotherapy notes without your written authorization except as permitted by law (for example, for the provider's training programs in which students learn under supervision, or to defend ourselves in a legal action brought by you, as allowed).

## **7) Your Rights Regarding Your PHI**

You have the following rights regarding your PHI. These rights may have certain legal limits.

### **A) Right to Inspect and Receive a Copy**

You may request access to your PHI in your designated record set, such as clinical records and billing records. We may provide access in paper or electronic format, and we may charge a reasonable fee as permitted by law.

Certain information may be excluded from access under HIPAA, including psychotherapy notes and certain information compiled for legal proceedings.

### **B) Right to Request an Amendment**

If you believe information in your record is incorrect or incomplete, you may request an amendment. We may deny the request in certain circumstances (for example, if the record is accurate and complete or was not created by us).

### **C) Right to an Accounting of Disclosures**

You may request a list of certain disclosures of your PHI made by us, as required by HIPAA.

### **D) Right to Request Restrictions**

You may request restrictions on certain uses and disclosures of your PHI. We are not required to agree to all requested restrictions.

If you pay out of pocket in full for a service and request that we not share information about that service with your health plan for payment or operations, we will honor that request when required by law.

### **E) Right to Request Confidential Communications**

You may request that we contact you in a specific way or at a specific location (for example, only by email, only at a certain phone number). We will accommodate reasonable requests.

### **F) Right to Receive a Paper Copy**

You may request a paper copy of this Notice at any time, even if you agreed to receive it electronically.

### **G) Right to Be Notified of a Breach**

You have the right to be notified if a breach of your unsecured PHI occurs, as required by law.

## **8) Telehealth and Electronic Communications**

Telehealth and electronic communication can increase convenience, and they can also introduce privacy risks.

- We use reasonable safeguards and may use secure platforms when available.
- If you choose to communicate through non secure channels (for example, standard email, text, or social media messaging), you acknowledge there is some risk that others could access those communications.
- We do not provide therapy via public social media messaging. Scheduling or general inquiries may be limited to non clinical details.
- You may request our preferred secure methods for clinical communication.

## **9) Disclosures to Family and Others Involved in Your Care**

With your permission, or as allowed by law, we may share relevant PHI with a person involved in your care or payment for your care. You may tell us not to share information with specific people.

In limited circumstances, we may share information without your permission if, in our professional judgment, it is in your best interest and permitted by law.

## **10) Minors and Personal Representatives**

In general, a parent or legal guardian is a minor's personal representative and may access the minor's PHI, subject to important exceptions under state law and clinical judgment. Some services and records may be confidential by law depending on the minor's age, the type of service, and the jurisdiction.

If you have questions about these rules, ask us. We will follow applicable state and federal law.

## **11) Complaints**

If you believe your privacy rights have been violated, you may:

- File a complaint with us using the contact information below.
- File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

You will not be retaliated against for filing a complaint.

## **12) Contact Information**

**Privacy Contact:** Dr. LaKisha Hudson Yildirim

**Zen'n'ish® | Loam Kaya™ of Integrative Psychotherapy & Wellness**

Email: [Connections@zennish.org](mailto:Connections@zennish.org)

Phone: 1.877.Zennish

## **13) Changes to This Notice**

We may change this Notice from time to time. Any change will apply to PHI we already have as well as PHI we receive in the future. The current Notice will be available on our website and upon request.

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