Healthier Lifestyle CMHC

Privacy Policy

This policy explains how Healthier Lifestyle CMHC handles information submitted through this website and information generated during normal website operation.

Effective August 20, 2026

Scope

This Privacy Policy applies to the Healthier Lifestyle CMHC website and its general inquiry form. It does not describe privacy practices for clinical records or replace any Notice of Privacy Practices that applies to clinical services.

Information We Collect

When you use the general inquiry form, we collect your full name, email address, reason for contact, and message. You may also choose to provide a phone number and preferred contact method. The form records your acknowledgment that it is for general, non-emergency inquiries and includes the time of submission.

The hosting and security systems may process technical information such as an IP address, request time, browser or device information, requested page, and security events. For abuse prevention and rate limiting, the form temporarily processes an IP address and stores a one-way derived identifier with timestamps in a private location.

How We Use Information

We use website information to review and respond to inquiries, provide requested information about services, programs, eligibility, referrals, or employment, route inquiries to authorized employees, operate and troubleshoot the website, prevent abuse, and protect website security.

Contact Form, Email, and Service Providers

The website does not save completed inquiries in a website database. It sends them through Hostinger and Google/Gmail services to an organization mailbox, where they may remain according to the mailbox and provider settings. Within Healthier Lifestyle CMHC, access to the content of website inquiries is limited to authorized employees.

Hostinger and Google may process information as technology providers to host the website, transmit email, maintain security, and provide related technical services. We may also disclose information to government authorities or other recipients when required by applicable law.

Health Information and Emergencies

This website and its contact form are not a patient portal. Do not submit medical records, diagnoses, medication information, insurance information, Social Security numbers, or other confidential health information through the form. Do not use the form to request emergency assistance.

If confidential health information is submitted despite this warning, it will be included in the email delivered to the organization mailbox and handled as required by applicable law. This Website Privacy Policy is separate from any Notice of Privacy Practices that governs protected health information and clinical services.

Cookies, Analytics, and Tracking Signals

The secure contact form uses a first-party session cookie for security and cross-site request forgery protection. The cookie expires when the browser session ends. The website does not currently use marketing analytics, advertising pixels, session recording, or tracking cookies.

The website does not track visitors over time across third-party websites and does not sell personal information or disclose it for targeted or cross-context behavioral advertising. We do not permit third-party analytics or advertising services to collect information through this website about visitors' activities over time and across different websites. Because the website does not engage in those practices, it does not respond differently to browser Do Not Track or Global Privacy Control signals.

Retention

We retain general inquiries only as long as reasonably necessary to respond, maintain appropriate business records, comply with legal or regulatory obligations, resolve disputes, and protect security. Hosting and email providers may retain messages, backups, or technical logs according to their settings, legal obligations, and retention practices. Security records are retained only for as long as reasonably necessary for abuse prevention and website protection.

No Sale or Advertising Use

We do not sell personal information submitted through this website, use it for advertising, or disclose it for targeted or cross-context behavioral advertising.

Security

We use reasonable technical measures designed to protect the website and contact form. No internet transmission, email system, or storage method can be guaranteed to be completely secure.

Children Under 13

The website contact form is not intended for children under 13. A parent or legal guardian should submit inquiries on their behalf. If you believe a child under 13 submitted personal information through the form, contact us using the information below.

Third-Party Links

This website may link to a third-party service such as Google Maps. Third-party websites have their own privacy practices, and this policy does not control them.

Changes to This Policy

When this policy is materially changed, we will post the updated policy on this page and revise its effective date. We will provide any additional notice required by applicable law.

Contact Us About Privacy

Questions concerning this Website Privacy Policy may be directed to Healthier Lifestyle CMHC using the contact information below.

Healthier Lifestyle CMHC
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