

Ravenlight Holistic Healing, L.L.C. – Client Privacy Policies

I am EU GDPR (EU General Data Protection Regulation) Compliant. Please see below for how personal data is collected, handled, and stored for my clients worldwide.

- 1. My only form of data collection relies exclusively on YOU actively providing it to me, and data is collected ONLY from individuals of legal consenting age (I do not work with minors, with “consenting adult” status dependent upon the laws of YOUR current country of residence). When you schedule your first session with me, I ask that you send me an email with your full name at birth, your exact date of birth, your exact time of birth, your exact location of birth, any physical and/or mental ailments that you are presently experiencing, your phone number (so that I can contact you at the time of your session), and your present location (so I can determine the difference in our time zones).**
- 2. The above information is NEVER stored electronically. Once you have provided me with this information via email and have confirmed the day/time of your first session, it is printed out and placed in a hard-copy file. This file is stored in a locked file cabinet located on my privately owned property. Only myself and my in-house IT specialist have access to these files. Once the information has been printed, the email in which it was contained is permanently deleted. If you send me your information but never confirm your first session, a hard copy file is not created, and your information is permanently deleted within one week.**
- 3. Your information is used for the purpose of your session ONLY and is handled ONLY by myself and my in-house IT specialist. It is always treated with the utmost respect and discretion, and again, is used solely to facilitate your health and wellness.**
- 4. When you sign your Session Confirmation, you are providing your consent to have your session recorded. This is for YOUR BENEFIT ONLY, so that you may purchase a recording of your session if you would like one. You must consent to having your session recorded EVERY TIME YOU SCHEDULE A SESSION. If you do NOT want your session recorded, directions for opting out are included in your Session Confirmation and are easy to follow. If you do not request otherwise at the time of signing your Session Confirmation, or if you do not notify me at the start of your session, your session WILL be recorded. Recordings are NEVER SHARED WITH A THIRD PARTY, and are NEVER stored as a part of your permanent client file. ALL RECORDINGS ARE PERMANENTLY DELETED MONTHLY.**

5. I DO NOT DOCUMENT OR STORE YOUR CREDIT CARD INFORMATION. At the end of your session, you will provide me with your credit card information over the phone or Skype (card number, expiration date, security code, and zip code [US residents only]), and I will enter this information into my Square© App. Square will process your credit card immediately and send you an electronic receipt. Your card info is NEVER written down or otherwise documented or maintained, and you will be asked to provide me with your card info at the end of EVERY session. Square is fully compliant with the Payment Card Industry Security Standards Council (a global organization), and data is securely collected, processed, and stored. For more information on Square's security practices, please click here: <https://squareup.com/security>

6. At ANY time, you may request that your hard copy file be destroyed, and your request will be honored within one week. When you do this, you are also conveying that you no longer wish to be a client of Ravenlight Holistic Healing, L.L.C. You will not be permitted to return as a client once you have asked for your file to be destroyed.