

Privacy Policy

Thank you for choosing **N' Perfect Balance, Inc.** ("we," "us," "our"). We respect your privacy and are committed to protecting your personal and health information. This Privacy Policy explains what information we collect, how we use it, with whom we share it, your rights, and how to contact us.

1. Information We Collect

We collect several types of information, including:

a. Personal Identification Information

- Name
- Email address
- Phone number
- Address (if provided)
- Insurance provider (if applicable)

b. Health / Therapy Related Information

- Information relevant to therapy, marital/family/teen/sex therapy, etc.
- Any sensitive personal data you provide during assessments, counseling sessions, or via the client portal

c. Technical / Website Usage Information

- IP address
- Browser type and version
- Pages visited
- Date/time stamps
- Clickstream data

d. Other Information

- Information submitted via forms (appointment requests, free consultations, contact us forms)

- Information from blogs, events, workshops, etc.

2. How We Use Your Information

We use the information we collect for purposes including, but not limited to:

- Providing therapy, counseling, workshops, events, and associated services
- Scheduling and managing appointments
- Billing and insurance verification
- Operating, maintaining, and improving our website and services
- Communicating with you: responding to inquiries; sending appointment reminders, updates, newsletters, or other communications if you've consented
- Ensuring security of our systems and preventing fraud or misuse
- Complying with legal and professional obligations (e.g. record-keeping requirements, reporting mandates)

3. Legal Bases for Processing (if applicable)

Depending on where you live, we rely on one or more of the following legal bases to process your personal and health information:

- Consent (you agree to us collecting and using your personal/health info for specific purposes)
- Contract (e.g. to provide therapy once you engage us)
- Legal obligation
- Vital interests or public health (in rare cases)
- Our legitimate interests (to maintain, secure, and improve services), provided those are not overridden by your fundamental rights

4. Sharing & Disclosure of Information

We may share your information with:

- Our staff and therapists, who need it to provide services
- Insurance companies, when required by you and/or required for billing

- Third-party service providers (e.g. hosting providers, website platform, email service, analytics) who assist in operating our website or services, under agreements that they protect your data
- Legal authorities, when required by law or to protect our rights, property, safety, or as required under professional or ethical obligations
- With your explicit consent (for instance, if you want us to share records with another provider)

5. Client Portal & Secure Data

You access certain services via a **Client Portal / Prospective Client Portal** which is protected (“clientsecure.me”). We use secure, encrypted channels for the transmission and storage of sensitive information. Only authorized personnel have access to your therapy records, and we follow applicable professional confidentiality and security standards.

6. Cookies & Tracking Technologies

We use cookies and similar technologies to:

- Enable website functionality
- Analyze usage to improve our site and services
- Provide any personalized content or marketing (if applicable)

You may have the option to accept or reject non-essential cookies. Note that rejecting certain cookies may affect site functionality.

7. Third-Party Tools & Links

- We use Google reCAPTCHA on forms to prevent spam and abuse. The Google Privacy Policy and Terms of Service apply. [N' Perfect Balance](#)
- Our website may contain links to external websites (for example, for resources, partners, blogs). We are not responsible for the privacy practices of those sites.

8. Your Rights & Choices

Depending on where you live (state law, country law), you may have rights such as:

- Access: request a copy of your personal / health information
- Correction: request corrections to inaccurate or incomplete info

- Deletion: request deletion of your personal data, subject to professional and legal record-keeping requirements
- Restriction: ask to restrict certain uses or disclosures
- Objection: object to certain processing (for example, for marketing)
- Data portability: obtain your data in a usable format

If you receive marketing or newsletter communications and wish to opt out, any such communication will include an unsubscribe option.

9. Data Security

We implement administrative, physical, and technical safeguards to protect your information, including:

- Encryption of data in transit and at rest when possible
- Access controls so only authorized personnel can access certain data
- Secure authentication for client portal usage
- Regular review of security practices

10. Retention

We retain your personal and health information only as long as needed to provide services, comply with legal / professional record-keeping obligations, resolve disputes, and enforce agreements. After then, we securely delete or de-identify your data.

11. Children & Minors

If you are under 18, please have a parent or guardian review this policy with you. For certain services (e.g. teen therapy), we may require parental consent or follow special rules depending on state law.

12. Changes to This Privacy Policy

We may update this policy from time to time. When we do, we will update the “Last updated” date. If changes are significant, we may provide notice via email, on our site, or other reasonable means.

13. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us:

N' Perfect Balance, Inc.

Address: 3568 Habersham at Northlake Road, Building K., Tucker, Georgia 30084

Phone: 678-585-2300 or toll-free 833-559-1999

Fax: 770-302-0892

Email: support@nperfectbalance.com

Terms & Conditions

1. Purpose of This Website

The content on this Site is for informational and educational purposes only and is not a substitute for psychotherapy, medical advice, or professional diagnosis.

Use of this Site does not create a therapist–client relationship.

2. Use of the Site

You agree not to:

- Use the Site for unlawful purposes
- Attempt to access restricted or private areas
- Upload harmful code or interfere with Site functionality
- Misrepresent your identity or impersonate others
- We may restrict access to any user violating these terms.

3. Intellectual Property

All content on this Site—including logos, text, graphics, images, audio, and downloadable materials—is the property of N'Perfect Balance, Inc. or used with permission. You may not reproduce, distribute, or modify any content without written consent.

4. Third-Party Links

Our Site may contain links to third-party sites. We are not responsible for the content, privacy practices, or security of those external websites.

5. No Emergency or Crisis Services

This Site is not monitored 24/7 and cannot be used for emergencies.

If you are in crisis or at risk of harm, call 911 or 988, or go to your nearest emergency room.

6. Limitation of Liability

By using this Site, you agree that N'Perfect Balance, Inc. and its providers are not liable for:

- Errors in website content
- Technical issues
- Decisions made based on Site information
- Any damages arising from use or inability to use the Site

7. Payment & Scheduling Systems

If you request appointments or submit forms via the Site, you agree to provide accurate information.

Submitting a request does not guarantee an appointment.

8. Changes to These Terms

We may update these Terms at any time. Continued use of the Site indicates acceptance of future changes.

Website Disclaimer

N'Perfect Balance, Inc. provides information on this website for general educational purposes only.

- The content on this Site does not constitute mental health treatment, medical advice, or a therapeutic relationship.
- Submitting a form, sending an email, or using the client portal does not establish a therapist–client relationship.
- Do not rely on this Site for diagnosis, crisis support, or urgent concerns.

If you are in an emergency or feel unsafe, call 911, 988, or go to the nearest emergency room.

We make every effort to keep information accurate and updated but cannot guarantee completeness or reliability.

Use this Site at your own discretion.

For individualized guidance, schedule a consultation with our licensed clinicians.

Contact Us

For questions regarding this Privacy Policy or to exercise your privacy rights, contact:

N'Perfect Balance, Inc.

Email: support@nperfectbalance.com

Phone: **678-585-2300**