



Christle Kamakaala, LMFT, CSAC
PO BOX 4659
Kaneohe, HI 96744
(808)201-8282

Notice of Privacy Practices

Effective Date: February 1, 2018.

Thank you for visiting Mauli Ola Therapy Center's website (www.mauliolatherapycenter.com). Your privacy is important to us. This policy explains how we collect, use, and protect information obtained through our website.

Information We Collect

- **Personal Information:** If you fill out a contact form, request an appointment, or communicate with us through the website, we may collect your name, email address, phone number, and any other information you choose to provide.
- **Automatically Collected Information:** Our website may collect certain information automatically, such as your IP address, browser type, operating system, referring URLs, and pages visited.

Use of Wix Platform

Our website is built and hosted using **Wix**, a third-party website platform. Wix may collect certain information automatically from visitors, such as cookies, IP addresses, device information, and browsing behavior to help us understand website usage and improve functionality.

- **How Wix Handles Privacy:** Wix uses industry-standard security measures to protect visitor data and may process information in accordance with their privacy policy. For more information, please review [Wix's Privacy Policy](#).

Cookies and Analytics

We may use cookies and similar technologies, either through Wix or third-party providers, to improve website functionality and analyze usage. You can adjust your browser settings to refuse cookies, though some features may not work as intended.

Use of SimplePractice Platform

For appointment requests, client inquiries, and management of client information, we use **SimplePractice**, a secure, HIPAA-compliant practice management platform. When you submit information through our website forms or schedule appointments, your information may be securely transmitted to and stored within SimplePractice.

- **How SimplePractice Handles Privacy:**

SimplePractice uses industry-standard security measures to protect your personal and health information, including encryption and secure data storage. Your information is only accessible to authorized personnel for the purposes of providing you with services.

- **SimplePractice's Privacy Policy:**

You can read more about SimplePractice's privacy and security practices by visiting their [Privacy Policy](#) and [Security Overview](#).

Use of Spruce App

For phone calls, secure messaging, and telehealth communication, we use the **Spruce** app, a HIPAA-compliant communication platform designed for healthcare providers. If you contact us by phone or secure message, your information may be managed through Spruce.

- **How Spruce Handles Privacy:**

Spruce uses encryption and other industry-standard security measures to protect your communications and personal information. Only authorized personnel have access to your messages and call records for the purposes of providing you with services.

- **Spruce's Privacy Policy:**

You can learn more about Spruce's privacy and security practices by visiting their [Privacy Policy](#) and [Security Overview](#).

Use of Hushmail

For secure email communication with clients, we use **Hushmail**, a HIPAA-compliant email service. Hushmail uses encryption and other industry-standard security measures to protect your personal and health information transmitted via email. Only authorized personnel have access to these communications for the purpose of providing you with services.

- **How Hushmail Handles Privacy:**

Hushmail is committed to safeguarding your privacy and complies with HIPAA requirements for the protection of personal health information. For more information, please review the [Hushmail Privacy Policy](#) and [Hushmail HIPAA Compliance](#).

How We Use Your Information

- To respond to your inquiries or requests.
- To schedule appointments or provide requested information.
- To communicate with you securely via phone or messaging.
- To improve website performance and user experience.
- To comply with legal obligations.

How We Protect Your Information

We implement reasonable security measures to protect your information from unauthorized access, disclosure, or misuse. Information submitted via our website forms, scheduling, or communications is securely transmitted and stored using HIPAA-compliant platforms such as SimplePractice and Spruce.

Sharing of Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except as necessary to respond to your requests, comply with the law, or operate our website and practice management platforms.

Links to Other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices or content of those sites.

Children's Privacy

Our website is not intended for children under the age of 13. We do not knowingly collect personal information from children.

Your Choices

You may contact us to update, correct, or delete your personal information collected through the website, SimplePractice, or Spruce.

Changes to This Policy

We may update this privacy policy from time to time. Changes will be posted on this page with a revised effective date.