

Legal and Compliance Terms

Effective Date: October 19, 2024

Welcome to **Comprehensive Healing Solutions LLC** ("we," "us," "our"). These legal terms govern the use of our website and services, including telehealth, wellness programs, and other offerings. By accessing our site and using our services, you agree to abide by the terms outlined here. Please read these terms carefully and ensure you understand your rights and obligations.

1. Privacy Policy

Effective Date: October 19, 2024

At **Comprehensive Healing Solutions LLC**, protecting your privacy is a priority. This Privacy Policy explains what personal information we collect, how we use it, how we safeguard it, and the rights you have regarding your personal data.

Information We Collect:

- **Personal Data:** This includes your name, address, email, phone number, date of birth, and other identifying information necessary for service delivery.
- **Health Information:** As a telehealth provider, we collect medical information, treatment details, wellness program data, and other health-related information in compliance with healthcare regulations such as HIPAA.
- **Payment Information:** We collect payment details like credit card numbers and billing addresses to process transactions.
- **Technical Data:** When you use our website, we collect your IP address, browser type, device type, and usage data to improve functionality and security.

How We Use Your Data:

- **Service Delivery:** We use your personal and health data to provide personalized telehealth and wellness services.
- **Payment Processing:** Your payment information is used to process service transactions and handle billing inquiries.
- **Communication:** We use your contact information to send you service-related communications, updates, appointment reminders, and important notices.
- **Analytics:** Aggregated and anonymized data is used to improve our services, monitor website performance, and enhance user experiences.
- **Legal Compliance:** We use your data to comply with applicable legal obligations, such as health data regulations.

Data Sharing:

- **Service Providers:** We may share your data with third-party providers who help us operate our website, process payments, and deliver services. These providers are bound by confidentiality agreements.

- **Healthcare Providers:** With your consent, we may share relevant health information with other healthcare providers involved in your care.
- **Legal Requirements:** We may disclose your data if required to do so by law, such as in response to a court order, government request, or other legal obligations.

Data Security: We take data security seriously and implement encryption, secure servers, access controls, and other safeguards to protect your information. However, no data transmission or storage method is 100% secure, and we cannot guarantee the absolute security of your data.

Your Rights:

- **Access and Correction:** You can request access to or correction of the personal data we hold about you.
- **Deletion:** You can request that we delete your personal data under certain conditions, such as if it is no longer needed for the purpose it was collected.
- **Opt-Out:** You can opt-out of marketing communications at any time by using the unsubscribe link in our emails or contacting us directly.
- **Data Portability:** You may request that your data be transferred to another service provider in a commonly used format.

Retention of Data: We retain your personal data only for as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements. Healthcare data may be retained for longer periods, as required by law.

2. Terms and Conditions (Terms of Service)

Effective Date: October 19, 2024

These Terms and Conditions outline the rules for using the **Comprehensive Healing Solutions LLC** website and services. By using our site and services, you agree to these terms.

Use of Services:

- You must be at least 18 years old to use our services.
- Our services, including telehealth consultations and wellness programs, are provided for personal, non-commercial use only.
- You agree to provide accurate and up-to-date information when registering for services or during telehealth sessions.

User Responsibilities:

- You are responsible for maintaining the confidentiality of your account and login credentials.
- You must notify us immediately of any unauthorized use of your account or any security breach.

Intellectual Property Rights:

- All content on our website, including but not limited to text, images, logos, graphics, and multimedia, is owned by **Comprehensive Healing Solutions LLC** and is protected by copyright laws.
- You may not use, copy, distribute, or modify any of the content without written consent from us.

Prohibited Conduct:

- You may not use our website or services for illegal or unauthorized purposes, including violating any laws in your jurisdiction.
- You are prohibited from attempting to gain unauthorized access to our servers or data or engaging in any activity that may disrupt or interfere with the performance of our website.

Limitation of Liability:

- To the fullest extent permitted by law, **Comprehensive Healing Solutions LLC** is not liable for any direct, indirect, incidental, or consequential damages arising from your use of our services or website.
- We do not guarantee the accuracy, reliability, or completeness of any content provided on the website or in telehealth consultations.

Governing Law: These Terms are governed by the laws of the State of Nevada, without regard to conflict of law principles. Any legal disputes will be resolved in the courts of Nevada.

3. Disclaimer

Health Disclaimer: The telehealth and wellness services provided by **Comprehensive Healing Solutions LLC** are intended to support, not replace, medical care provided by licensed healthcare professionals. Always consult your healthcare provider before starting any wellness program or changing your healthcare routine.

No Guarantee of Results: We make no guarantees about the outcomes or effectiveness of our wellness programs, telehealth sessions, or other services. Results vary depending on individual circumstances, adherence to treatment plans, and other factors beyond our control.

Third-Party Links Disclaimer: Our website may contain links to external sites or services not operated by us. We are not responsible for the content or privacy practices of third-party sites. Users are encouraged to review the privacy policies of these sites before providing any personal information.

4. Cookie Policy

What Are Cookies? Cookies are small text files that are stored on your device when you visit a website. They help the website remember your preferences and track your activity to enhance your user experience.

Types of Cookies We Use:

- **Essential Cookies:** These cookies are necessary for the basic operation of our website, such as enabling secure logins.
- **Performance Cookies:** These cookies collect information about how you use our website, such as pages visited, to help us improve our services.
- **Advertising Cookies:** These cookies track your online activity to deliver relevant advertisements based on your interests.

How You Can Manage Cookies: You can manage or disable cookies through your browser settings. Please note that disabling cookies may impact the functionality of certain features on our website.

5. Refund and Cancellation Policy

Refunds for Telehealth Services:

- To receive a refund for a canceled telehealth appointment, you must cancel at least 24 hours before your scheduled session.
- Late cancellations or missed appointments may not be eligible for a refund.

Subscription-Based Services:

- For subscription services, you may cancel at any time. However, refunds will not be issued for any unused portion of the subscription term.
- To cancel your subscription, contact us at support@comprehensivehealingsolutions.com.

Wellness Program Refunds:

- Wellness programs may have different refund policies based on the duration and structure of the program. Details are provided upon registration.
- Refunds are not issued for completed services or sessions that have already been attended.

6. HIPAA Compliance Statement

Comprehensive Healing Solutions LLC adheres to the standards of the Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy and security of your health information.

HIPAA Protections Include:

- Ensuring that your medical data is stored securely on HIPAA-compliant servers.
- Limiting access to your health data to only authorized personnel.
- Providing you with access to your medical records and the ability to request corrections if necessary.
- Only sharing your health information with your consent or when legally required.

7. Accessibility Statement

At **Comprehensive Healing Solutions LLC**, we are committed to making our website accessible to all users, regardless of ability or technology. We continuously improve the site to ensure compliance with the Americans with Disabilities Act (ADA) and other accessibility standards.

Accessibility Features:

- Our website is compatible with screen readers and other assistive technologies.
- We provide alternative text for images, and our multimedia content includes captions for the hearing impaired.
- We strive to maintain a user-friendly design for ease of navigation.

If you experience any difficulties accessing content on our site, please reach out to us at support@comprehensivehealingsolutions.com.

8. GDPR Compliance Notice

For users located in the European Union, **Comprehensive Healing Solutions LLC** complies with the General Data Protection Regulation (GDPR), which grants certain rights related to your personal data.

GDPR Rights Include:

- **Right to Access:** You can request access to the personal data we hold about you.
- **Right to Erasure:** You may request that we delete your data under certain conditions, such as if it is no longer needed.
- **Right to Data Portability:** You can request that your data be transferred to another service provider.
- **Right to Restrict Processing:** You have the right to restrict how we use your data in certain circumstances.

If you wish to exercise any of these rights, please contact us at support@comprehensivehealingsolutions.com.

9. Copyright Notice

All content on this website, including but not limited to text, images, graphics, logos, and videos, is the intellectual property of **Comprehensive Healing Solutions LLC**. Unauthorized reproduction, distribution, or modification of our content is strictly prohibited and may result in legal action.

10. Contact Information

If you have any questions, concerns, or requests regarding these legal terms, please contact us:

- **Comprehensive Healing Solutions LLC**
- **Address: 2360 E Calvada Blvd, Suite D, Pahrump, NV 89048**
- **Email: support@mychscare.com**
- **Phone: (775) 910-9168**