**Privacy Policy for Couples 101 – The Couples Clinic®**

**Effective Date:** September 3, 2025

Ravonna Littlewood Social Work Professional Corporation, operating as **The Couples Clinic**™ (“we,” “us,” “our,” or “The Couples Clinic™”), is committed to protecting your privacy and the confidentiality of your personal and health information. This Privacy Policy (“Privacy Policy”) explains how we collect, use, disclose, and safeguard your information in connection with participation in our *Couples 101* *Program* (the “Program”).

**1. Scope of This Policy**

This Privacy Policy applies to all individuals participating in the Program, including interactions via email, video conferencing, phone, intake forms, and our website.

By enrolling in the Program or using our website, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

**2. Collection of Personal and Health Information**

We collect personal and health information to:

* Deliver and support the Program
* Schedule and manage sessions
* Maintain accurate clinical and administrative records
* Communicate with you regarding services
* Process payments and provide receipts
* Meet our legal, regulatory, and ethical obligations

This may include your name, contact information, relationship or health history, payment details, and any other information you choose to share during sessions or online interactions.

**3. Legal Compliance**

We comply with:

* The **Personal Health Information Protection Act (PHIPA)** of Ontario, and
* The **Personal Information Protection and Electronic Documents Act (PIPEDA)**

These laws govern how we collect, use, disclose, and retain your information.

**4. Consent and Use of Information**

We use your information only for purposes related to providing the Program and as required or permitted by law. We do not sell or rent your personal information. By participating in the Program, you consent to this use.

If you withdraw your consent (subject to legal or ethical requirements), it may impact our ability to continue providing services.

**5. Disclosure of Information**

We will not disclose your information without your consent, except where required or permitted by law. Examples include:

* When necessary to prevent harm to yourself or others
* When reporting is mandated (e.g., child protection)
* For professional audits, supervision, or regulatory compliance
* When compelled by court order or legal subpoena

We do not disclose information for marketing or unrelated purposes.

**6. Electronic Communications and Website Use**

We use secure electronic systems to deliver sessions, send email communications, and store client files. However, all electronic communication carries some risk.

When using our website, we may collect technical data (e.g., IP address, browser type) and use cookies to enhance functionality. You may disable cookies in your browser settings.

**7. Data Storage and Third-Party Service Providers**

Your data is stored in encrypted electronic systems. Some information may be processed or stored by third-party service providers, which may be located outside Canada (e.g., in the United States). These providers are contractually obligated to protect your data.

**8. Retention of Records**

We retain clinical and payment records for **at least seven (7) years** from your last contact with us, or longer if required by law or regulation.

Records are securely destroyed when no longer required.

**9. Access and Corrections**

You have the right to:

* Access your personal or clinical records (with reasonable notice)
* Request correction of inaccurate information
* Withdraw consent (subject to applicable laws)

To make a request, please contact us at **info@thecouplesclinic.ca**.

**10. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in law or our practices. Any changes will be posted on our website. Your continued participation in the Program signifies your acceptance of the updated policy.

**11. Contact Information**

Questions or privacy-related requests may be directed to:

**The Couples Clinic®**  
📧 info@thecouplesclinic.ca  
📞 519-541-9173