

Effective Date: [09-24-2025]

Be Your Best You Health and Wellness (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the information you share with us. This Privacy Policy explains how we collect, use, store, and protect your personal information.

When you complete a client waiver, we may collect:

Health Information: current medications, health conditions, and other wellness-related information you voluntarily provide.

Basic Contact Information: such as your name, phone number, and email address (if included on forms).

Website Data: information automatically collected when you visit our website, such as cookies, IP addresses, browser type, and browsing behavior.

We collect information solely to:

Ensure your safety during wellness services.

Identify any potential contraindications related to the therapies or services we provide.

Maintain accurate client records for your ongoing care.

Improve the performance, functionality, and user experience of our website.

Our website may use cookies and similar tracking technologies to:

Remember your preferences and settings.

Understand how visitors use our website.

Improve site performance and content.

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect certain features of the website.

We do not use cookies or tracking tools to collect health information.

Some browsers offer a “Do Not Track” (DNT) setting. At this time, we do not respond to DNT signals. However, you can manage cookies and tracking preferences directly through your browser settings.

Your health and personal information is used only by our staff for the purposes listed above.

We do not sell, rent, or share your information with any third party.

Your information will never be used for marketing purposes without your explicit consent.

You have the right to:

- Request a copy of the information we have on file about you.
- Update or correct your information at any time.
- Request that we delete your information, subject to legal or safety obligations.

We take appropriate measures to protect your personal and health information against unauthorized access, alteration, disclosure, or destruction. This includes secure storage methods for both physical and digital records.

Depending on your state of residence, you may have additional privacy rights. Regardless of where you live in the U.S., we extend the following rights to all clients:

- The right to know what personal data we collect and why.
- The right to request access to your information.
- The right to request correction or deletion of your information.

Our services are intended for adults. We do not knowingly collect information from children under 13 without parental consent.

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Effective Date.”

If you have questions or requests related to your information, please contact us at:

Be Your Best You Health & Wellness

Email: beyourbestyouhealth.wellness@gmail.com

Phone: 563-277-0024

Disclaimer: This Privacy Policy is intended to align with general U.S. privacy and health data protection standards, but is not a substitute for legal advice. You may wish to consult with a privacy attorney to ensure compliance with specific state laws (such as California's CCPA/CPRA)

Refund Policy

At Be Your Best You Health & Wellness, we strive to provide exceptional services and a positive experience for every client. Please review our refund policy below.

One-Time Purchases

Refunds may be issued for one-time purchases within a reasonable time frame only if the purchased service has not been used. Once a service has been redeemed, partially or fully, it is no longer eligible for a refund.

Recurring Memberships & Subscriptions

For recurring purchases (including memberships and subscriptions), refunds are limited to the most recent billing cycle only, and only if no services were used during that billing period.

- If any session, visit, or service is used during the billing cycle, the charge is non-refundable.
- Memberships must be canceled prior to the next billing date to avoid future charges.

Non-Refundable Items

The following are non-refundable:

- Used or partially used services
- Promotional, discounted, or special-offer purchases (unless otherwise stated in writing)
- Gift cards
- Missed appointments or no-shows

Cancellation Policy

Clients are responsible for managing their memberships and subscriptions. Cancellations must be completed according to the instructions provided at sign-up or through our customer support team. Failure to cancel before the billing date does not qualify for a refund.

Exceptional Circumstances

Refund requests outside of this policy may be reviewed on a case-by-case basis at the sole discretion of Be Your Best You Health & Wellness. Approval is not guaranteed.

Processing of Refunds

Approved refunds will be issued to the original form of payment and may take 5–10 business days to process, depending on your financial institution.