



## Privacy Policy

This Privacy Policy explains how personal information is collected, used, and protected when you visit or use this website and its services.

### 1. Information We Collect

We may collect the following information when you interact with this website or contact us:

- Full name
- Email address
- CNIC number
- Phone number
- Any information you voluntarily provide through contact forms, emails, or consultation inquiries

We do not intentionally collect sensitive medical or financial information through this website.

### 2. How We Use Your Information

Your information is used solely for:

- Responding to inquiries and communication
- Scheduling or managing appointments
- Providing requested services
- Maintaining professional records where required

Your information will never be sold, rented, or shared with third parties for marketing purposes.

### 3. Confidentiality

All personal information shared is treated with strict confidentiality and handled in accordance with ethical professional standards. However, confidentiality may be limited where disclosure is required by law.

### 4. Data Protection

Reasonable security measures are used to protect personal information from unauthorized access, misuse, or disclosure. While we take precautions, no online platform can guarantee absolute security.

### 5. Cookies and Website Analytics

This website may use cookies or basic analytics tools to improve user experience and understand website traffic. Cookies do not collect personally identifiable information. You may disable cookies through your browser settings if you prefer.

### 6. Third-Party Links

This website may contain links to third-party websites. We are not responsible for the privacy practices or content of external sites. Users are encouraged to review the privacy policies of those websites.

## 7. Children's Privacy

Services are not intended for children under the age of 18 without parental or legal guardian consent. Personal information of minors is not knowingly collected without appropriate authorization.

## 8. Your Consent

By using this website, you consent to this Privacy Policy and agree to its terms.

## 9. Policy Updates

This Privacy Policy may be updated periodically. Any changes will be posted on this page, and continued use of the website constitutes acceptance of the updated policy.

## 10. Contact Information

If you have any questions regarding this Privacy Policy or how your information is handled, you may contact us through the contact details provided on this website.

### **No Refund Policy**

All sessions booked through this website are scheduled in advance and time is reserved exclusively for the client. For this reason, the following no-refund policy applies:

#### 1. No-Show Policy

If a client fails to attend a scheduled session without prior notice, no refund will be issued, whether the session is online or in person.

#### 2. Late Arrival

- If a client arrives late for a session, the session will still end at the originally scheduled time.
- If the client is more than 15 minutes late, the session may be considered a no-show and no refund or rescheduling will be offered.

#### 3. Online Sessions

For online sessions, clients are responsible for ensuring a stable internet connection and availability at the scheduled time. Failure to log in or technical issues on the client's side will be treated as a no-show and are non-refundable.

#### 4. In-Person Sessions

Failure to arrive at the agreed location and time without prior notice will be treated as a no-show and is non-refundable.

#### 5. Acknowledgment

By booking and paying for a session, the client acknowledges and agrees to this no-refund policy.

### **6. Disclaimer**

7. The information and services provided on this website are intended for educational, supportive, and general wellness purposes only. They are not intended to replace professional medical, psychiatric, legal, or emergency services.
8. While psychological counseling, coaching, and therapeutic support may be beneficial for personal growth and emotional well-being, outcomes vary from individual to individual and no guarantees of results are made or implied.
9. Services offered through this website do not constitute medical treatment, diagnosis, or prescription. If you are experiencing severe psychological distress, a mental health emergency, or symptoms requiring immediate attention, you are strongly advised to seek assistance from a licensed medical professional, psychiatrist, or local emergency services.
10. By using this website and engaging in any services offered, you acknowledge that you are solely responsible for your personal decisions, actions, and outcomes. The service provider shall not be held liable for any direct or indirect loss, injury, or damages arising from the use of this website or services.
11. Use of this website constitutes acceptance of this disclaimer and all associated terms and conditions.