

## **Shea Listens — Privacy & Confidentiality Agreement**

### **Purpose**

Shea Listens provides private, compassionate listening services. This agreement explains how your personal information is collected, protected, and shared.

### **1. Our Commitment to Privacy**

All client information and conversations are confidential. Listeners and staff will not disclose client information outside Shea Listens, except as required by law or with consent.

### **2. Information We Collect**

Basic contact information (name, preferred name, email/phone)

Scheduling and payment information

Notes voluntarily shared during sessions

Only the minimum necessary information is collected.

### **3. How We Protect Your Information**

Secure, password-protected storage

Restricted access to authorized staff and Listeners

Encrypted communication for messaging and payments

Contractors are required to follow the same standards.

### **4. When Information May Be Shared**

With written client consent

When required by law or court order

To protect safety of client or others

Only the minimum necessary information is shared.

### **5. Your Rights**

Clients may request access, correction, or deletion of information (unless required by law to retain). Requests must be submitted via the client portal.

## **6. Responsibility of Listeners**

Listeners may NOT store or share client information outside Shea Listens systems, except when required by law.

## **7. Acceptance of Terms / Terms of Use**

By using Shea Listens services, clients acknowledge that they have read, understood, and agree to comply with:

- This Privacy & Confidentiality Agreement
- Service Agreement policies, including Shea Listens Terms of Use (rules for platform and sessions)

Clients understand that continued use of Shea Listens constitutes agreement to these terms.