

Privacy *Policy*

The Healing Haven Membership on Whop · Effective August 17, 2026

This Privacy Policy explains how **Helen DeLovely LCSW PLLC**, operating publicly as **The Healing Haven**, collects, uses, and protects information in connection with The Healing Haven membership community hosted on Whop and related pages we operate there (the "Site").

Scope note — this policy covers the membership community only. Protected Health Information (PHI) that Helen DeLovely receives in her capacity as a Licensed Clinical Social Worker is governed by HIPAA and by a separate *Notice of Privacy Practices* you will receive at intake. The membership community is not a clinical space — please do not post detailed clinical or health information there.

§ 01 Who we are

Helen DeLovely LCSW PLLC is a Utah Domestic Professional Limited Liability Company owned and operated by Helen DeLovely, LCSW, operating publicly as "The Healing Haven." Contact information is at the end of this policy.

§ 02 What we collect

Information you provide:

- Whop account details shared with us when you join — such as your name or username and email address.
- Content you post in the community, and messages you send us.
- Information you share by email, phone, or text.

Payment information: membership payments are processed by Whop and its payment processors. We do not receive or store your full card number or bank details.

Information collected automatically: Whop and our website tools may collect device, usage, and cookie data as described in their own policies and in our website Privacy Policy at helendelovely.com/privacy.

We do not collect through the Site: Social Security numbers, financial account numbers, government IDs, or detailed clinical/health information. Please do not submit those through the community or its forms.

§ 03 How we use your information

- To provide community access and member benefits.
- To respond to your questions and requests.
- To administer membership, billing status, and member pricing.
- To operate, maintain, moderate, and improve the community.
- To comply with legal obligations.

§ 04 How we share your information

We do **not** sell, rent, or trade your personal information. We share information only with:

- **Whop**, which hosts the community and processes payments under its own Terms and Privacy Policy.
- **Service providers** who help us operate the practice — for example our CRM, scheduling, and email platforms. These providers process information on our behalf and are contractually limited in their use of it.
- **Legal authorities** when required by law, subpoena, or to protect rights, property, or safety.
- **You**, in response to your direct request.

§ 05 Community visibility

Anything you post in the community is visible to other members and to our team. Choose what you share accordingly — the community is a supportive space, not a confidential clinical one.

§ 06 How long we keep it

Community content is retained while the community operates or until removed. General inquiries are retained for up to twenty-four (24) months in our CRM unless you become a client — in which case clinical records are governed by HIPAA and Utah retention rules. You may ask us to delete your information at any time (see Section 7).

§ 07 Your rights

Depending on where you live, you may have rights to **access**, **correct**, or **delete** your personal information, and to opt out of marketing at any time. We do not sell personal information. To exercise any right, email hello@helendelovely.com — we will respond within thirty (30) days. Utah residents: we voluntarily honor Utah Consumer Privacy Act rights even where not strictly required by statute. For data held by Whop (account and payment data), you may also need to contact Whop directly.

§ 08 Children's privacy

The Site and membership are intended for adults 18 and older. We do not knowingly collect personal information from children under 13, in compliance with COPPA. If you believe a child has submitted information to us, please contact us so we can remove it.

§ 09 Security

We use reasonable administrative, technical, and physical safeguards to protect your personal information, and Whop applies its own security controls to account and payment data. No system is perfectly secure, and we cannot guarantee that information transmitted over the internet cannot be intercepted. If you become a client, Protected Health Information is held to higher HIPAA security standards, separate from this policy.

§ 10 International visitors

The Site is operated in the United States. If you join from outside the U.S., any information you submit will be processed in the U.S. under U.S. law.

§ 11 Changes to this policy

We may revise this Privacy Policy from time to time. The Effective Date above reflects the most recent change. Material changes will be posted in the community before taking effect.

§ 12 Contact

The Healing Haven
Operated by Helen DeLovely LCSW PLLC
Helen DeLovely, LCSW
250 E 200 S, Suite 1521, Salt Lake City, UT 84111
(385) 443-4045 · hello@helendelovely.com