

1. Privacy Policy

Privacy Policy

Effective Date: 2/2026

Serenity Health Solutions LLC (“Serenity Health Solutions,” “we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how information is collected, used, and protected when you visit this website.

Information We Collect

We may collect personal information including:

- Name
 - Email address
 - Phone number
 - Information submitted through contact forms
 - Website usage data (IP address, browser type, analytics data)
-

How Information Is Used

Information may be used to:

- Respond to inquiries
- Provide services
- Improve website performance

- Communicate with users
 - Maintain business records
-

Confidentiality Notice

Submitting information through this website, contact forms, or email does not establish a therapist-client relationship.

Electronic communication through this website is not guaranteed to be secure or confidential. Please do not submit sensitive health information through website forms.

HIPAA Protected Information

Serenity Health Solutions complies with HIPAA requirements for protected health information. However, general website communication is not a secure method of transmitting protected health information.

Third-Party Services

This website may use third-party services including scheduling platforms, analytics providers, or communication tools. These services maintain their own privacy practices.

Data Security

We implement reasonable safeguards to protect information, but no electronic transmission can be guaranteed completely secure.

Your Rights

You may request access, correction, or removal of personal information where applicable by contacting us.

Contact Information

Serenity Health Solutions LLC

Cilla Pennington

serenityhealthsolutionsllc@gmail.com

2. Terms & Conditions

Terms and Conditions

Effective Date: 2/2026

By using this website, you agree to these terms.

No Professional Advice

Information on this website is for educational and informational purposes only and does not constitute mental health treatment or professional advice.

No Therapeutic Relationship

Use of this website, including contact forms or email communication, does not establish a therapist-client relationship.

User Responsibilities

Users agree to use this website lawfully and not misuse or attempt to access protected information.

Intellectual Property

All website content is the property of Serenity Health Solutions LLC and may not be reproduced without permission.

Limitation of Liability

Serenity Health Solutions LLC is not liable for damages arising from use of this website.

Governing Law

These terms are governed by the laws of the State of Arizona.

3. Professional Disclaimer

Professional Disclaimer

Content on this website is provided for informational and educational purposes only and is not a substitute for professional mental health care.

Serenity Health Solutions LLC does not guarantee outcomes from services or information provided.

If you require mental health treatment or crisis support, please seek appropriate professional care.

4. Telehealth Services Disclosure

Telehealth Services Disclosure

Serenity Health Solutions provides behavioral health services through secure telehealth technology.

Nature of Telehealth Services

Telehealth involves communication using electronic technology. While reasonable efforts are made to ensure privacy and security, risks include technical failure or unauthorized access.

Location Requirement

Services may only be provided to clients physically located in states where the clinician is authorized to practice.

Emergency Services

Telehealth services are not appropriate for emergencies. Emergency services are not provided through this website.

Client Responsibility

Clients must provide accurate location information at each session and participate from a private environment.

5. Crisis / Emergency Notice

Emergency Notice

This website and Serenity Health Solutions LLC do not provide emergency services.

If you are experiencing a mental health crisis:

- Call 911
 - Call or text 988 Suicide & Crisis Lifeline
 - Go to your nearest emergency room
-
-

6. Accessibility Statement

Accessibility Statement

Serenity Health Solutions LLC is committed to providing an accessible website for all users, including individuals with disabilities.

We strive to ensure website content is accessible through:

- Readable fonts and clear navigation
- Alternative text for images
- Compatibility with assistive technologies

If you experience difficulty accessing any part of this website, please contact us for assistance.

7. HIPAA Communication Notice

HIPAA Communication Notice

Electronic communication through this website, email, or contact forms may not be secure.

Do not submit confidential or sensitive health information through website communication channels.

Secure communication methods will be provided to established clients.

8. Cookie Notice (if using analytics or tracking)

Cookie Notice

This website may use cookies or tracking technologies to improve user experience and analyze website performance.

By using this website, you consent to the use of cookies unless disabled in your browser settings.