

A New Cope LLC

Privacy Policy

Effective Date: 08/30/2026

Introduction

A New Cope LLC ("Company," "we," "our," or "us") respects the privacy of individuals who visit our website, contact us, or participate in our coaching and peer support services.

This Privacy Policy explains how A New Cope LLC collects, uses, protects, and manages personal information.

A New Cope LLC is committed to treating personal information with care, respect, and confidentiality.

This Privacy Policy applies to information collected through:

- The A New Cope LLC website.
- Online forms.
- Email communication.
- Scheduling platforms.
- Client intake documents.
- Coaching and peer support interactions.
- Other communications with A New Cope LLC.

Nature of Services & Privacy Expectations

A New Cope LLC provides coaching, peer support, and lived-experience-informed guidance.

A New Cope LLC is not a healthcare provider, therapist, medical provider, or mental health treatment provider.

Information collected by A New Cope LLC is used for business, coaching, and support purposes and does not constitute medical records.

While A New Cope LLC makes reasonable efforts to protect personal information, confidentiality cannot be guaranteed in every circumstance, particularly with electronic communications.

Information We May Collect

A New Cope LLC may collect information that individuals voluntarily provide, including:

Contact Information

Examples may include:

- Name.
- Email address.
- Phone number.
- Preferred method of communication.

Client Information

Examples may include:

- Goals for coaching or support.
- General background information.
- Information shared during conversations.
- Preferences regarding communication and support.

Parent & Family Support Information

For individuals seeking parent or family support, information may include:

- General information about the family situation.
- The nature of support being requested.
- Information voluntarily shared regarding a child or young adult's mental health journey.

Clients are not required to provide information they do not wish to share.

Information We Do Not Intentionally Collect

A New Cope LLC does not intentionally collect information for the purpose of:

- Diagnosing mental health conditions.
- Providing medical treatment.
- Creating medical records.
- Performing clinical assessments.

Clients should avoid sharing unnecessary sensitive information that is not relevant to the support being requested.

How We Use Information

Information collected by A New Cope LLC may be used to:

- Provide coaching and peer support services.
- Communicate with Clients.
- Schedule appointments.
- Understand Client goals and preferences.
- Maintain business records.
- Improve services and resources.
- Respond to questions or requests.

A New Cope LLC does not sell personal information.

Confidentiality & Disclosure of Information

A New Cope LLC makes reasonable efforts to maintain the privacy of information shared by Clients.

Information may be disclosed when:

- Required by applicable law.

- Necessary to respond to an emergency situation involving an imminent risk of serious harm.
- Necessary to protect the safety of individuals.
- Authorized by the Client.

A New Cope LLC may also use trusted third-party service providers to operate business functions, such as scheduling, communication, website hosting, or document management.

These providers may have access to information only as necessary to provide their services.

Website Information Collection

When visitors use the A New Cope LLC website, certain information may be collected automatically, such as:

- Browser type.
- Device information.
- General website usage information.
- Pages visited.

This information may be used to improve website functionality and user experience.

Cookies & Tracking Technologies

The A New Cope LLC website may use cookies or similar technologies to improve website performance and understand visitor interactions.

Cookies are small data files stored on a visitor's device.

Visitors may adjust browser settings to limit or disable cookies; however, doing so may affect website functionality.

Third-Party Services

A New Cope LLC may use third-party services for business operations, including:

- Website hosting.
- Scheduling.
- Email communication.
- Forms.
- Document storage.
- Payment processing, if applicable.

These third-party providers have their own privacy policies and practices.

A New Cope LLC encourages users to review the privacy policies of any third-party services they interact with.

Data Security

A New Cope LLC takes reasonable steps to protect personal information from unauthorized access, disclosure, misuse, or loss.

However, no electronic transmission or storage system can be guaranteed to be completely secure.

Individuals should avoid sending highly sensitive information through unsecured communication methods.

Client Responsibility

Clients are responsible for using discretion when choosing what information to share through email, text message, website forms, or other electronic communication.

Clients should not use website forms, email, or text messages to communicate emergency situations.

Children's Privacy

A New Cope LLC's website and services are intended primarily for adults, including individuals seeking life coaching and parents, guardians, caregivers, and support persons seeking guidance.

A New Cope LLC does not intentionally collect personal information directly from children for the purpose of providing services.

Parents or guardians who share information regarding a child or young adult remain responsible for ensuring that sharing such information is appropriate.

Accessing or Updating Information

Individuals may contact A New Cope LLC to request updates or corrections to personal information provided to the Company.

Requests may be submitted through:

Email: _anewcopellc@gmail.com

Changes to This Privacy Policy

A New Cope LLC may update this Privacy Policy periodically.

Updates will be reflected by changing the "Effective Date" listed at the beginning of this document.

Contact Information

Questions regarding this Privacy Policy may be directed to:

A New Cope LLC

Email: anewcopellc@gmail.com