

Privacy Policy

HarborWell, Inc. **Effective Date:** June 23, 2026 **Last Updated:** June 23, 2026

1. Introduction

HarborWell, Inc. (“HarborWell,” “we,” “us,” or “our”) is a 501©(3) nonprofit community wellness organization headquartered in Goldsboro, North Carolina. We are committed to protecting the privacy and confidentiality of every individual who interacts with our website, services, and programs.

This Privacy Policy describes how we collect, use, store, share, and protect your personal information when you visit our website at www.harborwell.care (the “Site”), contact us for support, make a donation, purchase a product, or otherwise engage with HarborWell. By using our Site or services, you agree to the practices described in this policy.

2. Information We Collect

2.1 Information You Provide Directly

We collect personal information you voluntarily provide, such as your name, email address, phone number, and mailing address when you submit contact forms, sign up for our newsletter, or seek wellness support.

2.2 Information Collected Automatically

We automatically collect standard usage data (pages visited, browser type, IP address) and use cookies to enhance your experience and analyze Site traffic.

3. SECURE PAYMENT PROCESSING (DONATIONS & PURCHASES)

Your financial security is our top priority. HarborWell does not directly collect, process, or store your sensitive financial information.

3.1 Third-Party Payment Processors

All financial transactions on our Site, including donations and product purchases, are processed through trusted, secure third-party payment platforms: **PayPal** and **Venmo**.

- **The Redirect Process:** When you choose to donate or buy a product, you are redirected from the HarborWell Site to the secure environment of the third-party processor.
- **No Access to Financial Data:** HarborWell never sees or has access to your credit card number, bank account details, or other sensitive financial credentials. These details are handled exclusively by the payment processor.
- **Data We Receive:** Once a transaction is completed, the payment processor provides HarborWell with only the information necessary to fulfill your request, such as your name, email address, transaction amount, and shipping address (for product orders).

3.2 Security Standards

Our payment partners are **PCI-DSS compliant** (Payment Card Industry Data Security Standard), ensuring that your financial data is handled with the highest level of industry-standard security and encryption.

3.3 Third-Party Privacy Policies

Because transactions occur on third-party platforms, we encourage you to review the privacy policies of [PayPal](#) and [Venmo](#) to understand how they manage your data.

4. Confidentiality of Support Interactions

HarborWell treats all information shared during support interactions — including through our Hotline, text-to-chat, and contact forms — as strictly confidential.

- **No Third-Party Sharing:** We do not share identifying information from support interactions with third parties without your explicit consent.
 - **Legal Exceptions:** Disclosure may only occur if required by law (e.g., a court order) or if there is an imminent risk of harm to yourself or others.
 - **Anonymized Data:** Any data used for research or community advocacy is fully anonymized and cannot be used to identify any individual.
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5. How We Use Your Information

We use your information to:

- Deliver requested wellness services and support.
- Fulfill product orders and issue donation tax receipts.

- Communicate with you regarding your inquiries or program updates.
 - Analyze community needs to improve our wellness initiatives.
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6. How We Share Your Information

HarborWell **does not sell, rent, or trade** your personal information. We only share data with trusted service providers (e.g., website hosting, email services) who are contractually bound to protect your privacy, or when required by law.

7. Data Security & Retention

We employ industry-standard physical, technical, and administrative safeguards to protect your data. We retain your information only as long as necessary to fulfill the purposes described in this policy or to comply with legal requirements.

8. Your Rights and Choices

You have the right to:

- Request access to or correction of your personal information.
 - Request the deletion of your data, subject to legal requirements.
 - Unsubscribe from our marketing and newsletter communications at any time.
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9. Contact Us

If you have any questions regarding this Privacy Policy or our secure payment practices, please contact us:

HarborWell, Inc. P.O. Box 10412 Goldsboro, NC 27532

Email: contact@harborwell.care **Phone:** +1 (984) 361-8257 **Website:** www.harborwell.care

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