

Website Privacy Policy

How New Era Wellness handles information collected through feelnewagain.com

Effective date: July 27, 2026

This Website Privacy Policy applies to information collected through feelnewagain.com and related website forms. It is separate from our Notice of Privacy Practices, which explains how we handle patient health information in connection with health-care services.

1. Scope of This Policy

This policy describes the types of information New Era Wellness LLC ("New Era Wellness," "we," "our," or "us") may collect when you visit or interact with our website, how we use and share that information, and the choices available to you.

Patient health information: Health information created or maintained as part of your care is governed by our [Notice of Privacy Practices](#) and applicable health-privacy laws. Please do not use the general website contact form to send urgent or highly sensitive medical information.

2. Information We Collect

Information You Provide

We may collect information that you voluntarily provide through the website, including:

- Your first and last name.
- Your telephone number and email address.
- The service or services in which you are interested.
- Messages, questions, or other information you choose to submit through a contact or appointment-request form.
- Communication preferences, such as whether you wish to receive a response by telephone, email, or text message.

Information Collected Automatically

When you visit the website, Wix and other enabled website tools may automatically collect limited technical and usage information, such as:

- Internet Protocol (IP) address.
- Browser type, device type, operating system, and general location derived from an IP address.
- Pages viewed, links selected, referring pages, and the date and time of a visit.
- Cookie identifiers and information about how the website performs and is used.

3. How We Use Information

We may use website information to:

- Respond to questions and appointment requests.
- Provide information about acupuncture, massage therapy, herbal medicine, corrective exercise, and other services.
- Communicate about availability, scheduling, clinic updates, or requested services.

- Operate, maintain, secure, troubleshoot, and improve the website.
- Understand general website use and performance.
- Prevent fraud, misuse, or security incidents.
- Comply with legal obligations and protect our rights, patients, visitors, practitioners, and others.

4. How We Share Information

We do not sell your personal information. We may share limited information only as reasonably necessary with:

- Wix.com, which hosts and supports our website.
- Scheduling, patient-portal, email, communications, analytics, security, or other service providers that support our operations.
- Professional advisers, insurers, or contractors when reasonably necessary and subject to appropriate confidentiality obligations.
- Government authorities, courts, or other parties when disclosure is required by law or reasonably necessary to protect safety, rights, or property.
- A successor organization in connection with a merger, financing, reorganization, sale, or transfer of all or part of the business, subject to applicable law.

Third-party services process information under their own terms and privacy practices. When patient health information is involved, we use applicable health-privacy safeguards and agreements as required by law.

5. Cookies and Similar Technologies

The website may use cookies and similar technologies. Essential cookies help the site function, remain secure, and remember basic settings. If enabled, analytics or other non-essential technologies may help us understand website performance and visitor interactions.

You can manage cookies through your browser settings and, when displayed, through the website cookie-preference banner. Blocking some cookies may affect how the website functions.

6. Communications

If you contact us, we may respond using the contact information you provide. If you separately choose to receive appointment notifications, clinic updates, emails, or text messages, you may change your preference or opt out using the instructions in the message or by contacting us. Message and data rates may apply to text messages.

7. Scheduling and Third-Party Patient Portals

The website may link to Jane App or another scheduling, intake, payment, or patient-portal service. Information entered directly into those services is handled under the applicable service provider terms, our agreements with that provider, our Notice of Privacy Practices, and applicable law. A link to another service does not mean that this Website Privacy Policy replaces that service's privacy terms.

8. Data Retention and Security

We retain website information only for as long as reasonably necessary for the purposes described in this policy, to comply with legal obligations, resolve disputes, and enforce agreements. We use

reasonable administrative, technical, and physical safeguards appropriate to the nature of the information. No website, email system, or method of transmission can be guaranteed to be completely secure.

9. Your Choices and Requests

You may contact us to request access to, correction of, or deletion of personal information collected through the general website, subject to applicable law and legitimate record-retention needs. You may also ask questions about our website data practices or withdraw a communication preference.

Requests concerning patient medical records or protected health information should be made under the procedures described in our Notice of Privacy Practices.

10. Children's Privacy

This website is intended for a general audience and is not directed to children under 13. We do not knowingly collect personal information online directly from children under 13 without appropriate authorization. A parent or legal guardian who believes a child has submitted personal information through the website may contact us.

11. External Links and Social Media

The website may contain links to third-party websites, social-media platforms, or services that we do not control. Their privacy practices are governed by their own policies. We encourage you to review those policies before providing information.

12. Changes to This Policy

We may update this Website Privacy Policy from time to time. The revised policy will be posted on this page with an updated effective date. Your continued use of the website after an update means that the revised policy applies to subsequent website activity.

Contact Us

New Era Wellness LLC

Cape Coral, Florida

Phone: (239) 245-1431

Email: info@feelnewagain.com

Website: www.feelnewagain.com