

Privacy Policy

Pediatric Sleep Consulting Services

Effective Date: 9/02/2025 | Last Updated: 3/10/2026

1. Introduction

Lolli Sleep Solutions, LLC ('we,' 'us,' or 'our') is committed to protecting the privacy of our clients and their families. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our services, including virtual consultations, in-person consultations, written sleep plans, and pre-recorded programs.

2. Information We Collect

We may collect the following types of personal information:

- Contact Information: Name, email address, phone number, and mailing address.
- Child Information: Child's name, date of birth, sleep history, feeding habits, developmental history, and medical background.
- Health Information: Relevant medical conditions, medications, allergies, and healthcare provider information.
- Payment Information: Billing details processed securely through our payment processor.
- Technical Information: IP address, browser type, and usage data when you visit our website.
- Communications: Emails, messages, and notes from consultations.

3. How We Use Your Information

We use collected information to:

- Provide personalized pediatric sleep consulting services and create customized sleep plans.
- Communicate with you regarding appointments, follow-ups, and program updates.
- Process payments and maintain billing records.
- Improve our services, programs, and client experience.
- Comply with applicable legal and professional obligations.
- Send service-related communications (we do not send unsolicited marketing without consent).

4. Children's Privacy

We take the privacy of children very seriously. Information about your child is collected solely for the purpose of providing sleep consulting services. We do not share, sell, or use your child's information for any purpose other than delivering and improving our services. All child information is stored securely and accessible only to authorized personnel.

5. Information Sharing & Disclosure

We do not sell, rent, or trade your personal information. We may share information only in the following circumstances:

- Service Providers: With trusted third-party vendors (e.g., scheduling platforms, payment processors) under strict confidentiality agreements.
- Legal Requirements: When required by law, court order, or to protect the safety of a child.
- With Your Consent: In any other circumstance where you have provided explicit written consent.

6. Data Security

We implement industry-standard security measures including encrypted communications, password-protected systems, and limited access controls to protect your personal information. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

7. Data Retention

We retain client records for a minimum of 2 years following the conclusion of services, or as required by applicable law. You may request deletion of your information at any time, subject to legal retention requirements.

8. Your Rights

Depending on your location, you may have the right to:

- Access, correct, or delete your personal information.
- Withdraw consent for certain uses of your data.
- Request a copy of the data we hold about you.

To exercise any of these rights, please contact us at carrie@lollisleepsolutions.com.

9. Third-Party Links

Our website or materials may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites and encourage you to review their policies.

10. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on our website and, where appropriate, communicated to clients directly. Continued use of our services following any changes constitutes acceptance of the updated policy.

11. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

- Email: carrie@lollisleepsolutions.com
- Phone: 828-558-2399
- Website: www.lollisleepsolutions.com