



# Privacy Policy

Effective Date: 12/14/2024

At *Phoenix Counseling LLC*, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and protect your data when you visit our website, use our services, or interact with us. By using our website and services, you agree to the practices described in this policy.

## 1. Information We Collect

We may collect the following types of information:

### 1.1 Personal Information Provided by You

When you engage with Phoenix Counseling LLC, you may provide personal information such as:

- Name
- Contact information (email address, phone number, mailing address)
- Account details (username and password)
- Payment information (for services rendered)

- Information related to mental health services (appointment details, preferences, and communication history)

## **1.2 Automatically Collected Information**

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device information
- Pages visited and interaction data
- Cookies and tracking technologies (refer to our Cookie Policy for more information)

## **1.3 Third-Party Information**

If you access our site through third-party platforms (e.g., social media or scheduling apps), those platforms may share certain information with us, as authorized by their policies.

## **2. How We Use Your Information**

We use your information for the following purposes:

### **2.1 To Provide Mental Health Services**

- Scheduling and managing appointments
- Facilitating telehealth or in-person counseling sessions
- Communicating with clients regarding services and updates

### **2.2 For Website Functionality**

- Allowing users to create and manage accounts
- Providing access to educational materials such as articles and training videos
- Enhancing website navigation and user experience

### **2.3 For Business Operations**

- Processing payments and issuing receipts

- Maintaining records for compliance with legal and ethical standards
- Analyzing website usage for improvement

## **2.4 For Marketing and Outreach**

- Sending newsletters and promotional materials (with opt-out options)
- Advertising events, workshops, and new services

## **3. How We Protect Your Information**

We implement industry-standard security measures to safeguard your personal information, including:

- Data encryption (e.g., SSL/TLS)
- Secure storage solutions
- Access controls and authentication mechanisms
- Regular system monitoring and vulnerability assessments

Despite these measures, no system is entirely secure. We encourage you to take precautions, such as using strong passwords and avoiding sharing sensitive information over unsecured networks.

## **4. Sharing Your Information**

Phoenix Counseling LLC does not sell, rent, or trade your personal information. However, we may share your information under the following circumstances:

### **4.1 With Service Providers**

We may share information with trusted third parties who assist us in:

- Payment processing
- Website hosting and development
- Marketing and analytics services

### **4.2 For Legal Compliance**

We may disclose information if required to do so by law or to:

- Comply with legal obligations
- Protect the rights and safety of clients and staff
- Respond to court orders or subpoenas

#### **4.3 With Your Consent**

We may share your information with third parties if you explicitly consent to such sharing.

### **5. Your Rights and Choices**

#### **5.1 Access and Update Information**

You can access and update your personal information through your account or by contacting us directly.

#### **5.2 Opt-Out Options**

You can opt out of receiving promotional communications by following the unsubscribe instructions included in our emails.

#### **5.3 Data Deletion Requests**

You may request that we delete your personal information, subject to our legal and ethical obligations to retain certain records.

#### **5.4 Cookie Preferences**

You can manage cookies through your browser settings or by using the cookie management tools on our website.

### **6. Data Retention**

We retain your information for as long as necessary to:

- Provide our services
- Comply with legal and ethical requirements

- Resolve disputes
- Enforce our agreements

## **7. Third-Party Links**

Our website may contain links to third-party websites or resources. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies.

## **8. Children's Privacy**

Phoenix Counseling LLC's services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children. If we become aware of such data collection, we will promptly delete the information.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy periodically to reflect changes in our practices, technology, or legal requirements. The revised policy will be posted with an updated effective date.

## **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or your data, please contact us:

### **Phoenix Counseling LLC**

[Insert Address]

[Insert Phone Number]

[Insert Email Address]

## **11. Additional Information for Specific Jurisdictions**

If applicable, this section provides information specific to your location, such as:

### **11.1 California Residents (CCPA)**

California residents have additional rights under the California Consumer Privacy Act (CCPA), including:

- The right to know what personal information we collect
- The right to request the deletion of your personal information
- The right to opt out of the sale of personal information (note: we do not sell personal data)

## 11.2 HIPAA Compliance

As a provider of mental health services, Phoenix Counseling LLC complies with the Health Insurance Portability and Accountability Act (HIPAA). We ensure the confidentiality of Protected Health Information (PHI) and follow all applicable regulations.

Your use of our website and services signifies your acknowledgment and acceptance of this Privacy Policy



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