



## SMS Policy

### **Text Message (SMS) Communication Policy**

Text messaging, also known as SMS, is one of the methods that Authentic Spirit Counseling uses to communicate with clients and prospective clients. After opting in to receive text messaging, Authentic Spirit Counseling will send periodic text messages regarding appointment reminders and rescheduling, invoices, and marketing information.

Text messaging will be used by authorized personnel of Authentic Spirit Counseling and may be sent using an automatic telephone dialing system.

No purchase is required to receive text messages from Authentic Spirit Counseling and we do not charge to receive them. However, standard text messaging rates from your wireless carrier may still apply. Any costs related with receiving a text message are the responsibility of the individual receiving it. Check with your cellphone provider for details on receiving text messages (SMS). Consent to receive marketing text messages is not required as a condition of purchasing any goods or services. Texts may be sent using an automatic telephone dialing system.

Message frequency varies.

#### **To Opt Out of the Texting Service**

After receiving a message, text STOP to stop receiving Authentic Spirit Counseling messages. You will receive a confirmation text.

For assistance: email [authenticspiritcounseling@gmail.com](mailto:authenticspiritcounseling@gmail.com) or Text HELP for help

### **Privacy Policy**

This privacy policy discloses the privacy practices for Authentic Spirit Counseling. This privacy policy applies solely to information collected by Authentic Spirit Counseling

either on this website or when signing consent forms to start therapy. It will notify you of the following:

- What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
- What choices are available to you regarding the use of your data.
- The security procedures in place to protect the misuse of your information.
- How you can correct any inaccuracies in the information.

#### Information Collection, Use, and Sharing

We are the sole owners of the information collected at Authentic Spirit Counseling. We only have access to collect information that you voluntarily give us via email, through signing intake paperwork, or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you regarding the reason you contacted us or to discuss scheduled appointment times. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request.

Unless you ask us not to, we may contact you via email, regular mail, phone or text in the future to tell you about our services; explain changes in our offerings; talk about changes in service times; discuss work or contracting opportunities; or inform you of changes to this privacy policy.

#### **Your Access To and Control Over Information**

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

#### **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data) it is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the top of your web browser, or looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

**Updates**

Our Privacy Policy may change from time to time and all updates will be posted on this page.

If you feel that we are not abiding by this privacy policy, you should contact Authentic Spirit Counseling at [authenticspiritcounseling@gmail.com](mailto:authenticspiritcounseling@gmail.com) or with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, or by calling , calling 1-877-696-6775. You will not be penalized or retaliated against by your Provider for filing a complaint.

**Contact Us Form**

One of the functions of our website is to provide individuals with a method to contact us about receiving therapy services for them or another individual. The Contact Us form is used to provide certain information (such as name and email address). The information provided is solely used to contact you about the products/services on our site in which you have expressed interest. No confidential or PHI (protected health information) should be supplied via the contact us form.

**Links**

The Authentic Spirit Counseling website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

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Client signature

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Date