

BE WELL CHRISTIAN COUNSELING, INC.

PRIVACY POLICY

Last Updated: November, 14 2025

At Be Well Christian Counseling, we are committed to protecting the privacy and confidentiality of our clients, including minors and their families. This Privacy Policy explains how we collect, use, store, and safeguard personal information provided to us through our services, website, forms, and communication channels. Mobile phone numbers collected for SMS messaging will never be shared, sold, or used for marketing purposes unrelated to **Be Well Christian Counseling**. Mobile opt-in information will not be shared with third parties. By providing your mobile number, you consent to receive SMS messages from **Be Well Christian Counseling**. Message frequency varies. You may opt out at any time by replying STOP. Reply HELP for help.

1. Information We Collect

We may collect the following categories of information:

Personal Information

- Name, address, phone number, email
- Parent/guardian information for minors
- Emergency contact information

Clinical & Intake Information

- Mental health history
- Presenting concerns
- School, family, and medical background
- Intake responses and assessments
- Counseling goals and treatment-related information

Technical Information

When using our website or digital forms, we may collect:

- Browser type

- Device information
- IP address
- Pages visited

2. How We Use Your Information

We use the information provided to:

- Deliver counseling services
- Schedule appointments and send reminders
- Communicate about forms, treatment, or administrative needs
- Maintain accurate clinical records
- Respond to safety concerns or emergencies
- Comply with legal or ethical obligations

3. Messaging & Communication Consent

By submitting your contact information or signing our intake/consent forms, you give explicit permission for us to contact you via:

- Phone calls
- Text messages (SMS)
- Email
- Secure digital forms or portals

Messages may include:

- Appointment reminders
- Scheduling updates
- Intake documents
- Follow-up communication
- Important practice announcements
- Information related to treatment

Consent for Minors

For clients under 18, a **parent or legal guardian** must provide written permission for all communication. Adolescents may communicate directly with their counselor; however, messaging does not replace counseling or emergency services.

4. Confidentiality & Legal Exceptions

All clinical information is confidential and protected under HIPAA and ethical standards.

We may disclose information **only** when:

- Required by law
- There is concern of harm to self or others
- A child is being abused or neglected
- Records are requested by court order
- The client/guardian provides written authorization

5. Data Protection & Security

We use secure systems to store records and protect personal information. While no system can guarantee 100% security, we follow industry standards to safeguard data.

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

*If you wish to be removed from receiving future communications from **Be Well Christian Counseling** you can opt out by texting STOP.*

6. Your Rights

Clients and parents/guardians have the right to:

- Request access to their records
- Ask for corrections to inaccurate information
- Withdraw communication consent
- Request how their data is used
- File a complaint if they believe their privacy has been violated

7. Contact Information

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

Be Well Christian Counseling, INC.

Info@bewellchristiancounseling.org

863-216-3028

www.bewellchristiancounseling.org