**Privacy Policy**

**Therapeutic Counseling PLLC**

*Effective Date: June 28, 2025*
*Last Updated: August 28, 2025*

**Introduction**

Therapeutic Counseling PLLC ("we," "our," or "us") is committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our services.

**Information We Collect**

**Personal Information**

We may collect personal information that you voluntarily provide to us, including:

* Name and contact information (email address, phone number, mailing address)
* Demographic information (age, gender, occupation)
* Health information and medical history
* Insurance information
* Emergency contact information
* Payment and billing information

**Automatically Collected Information**

When you visit our website, we may automatically collect:

* IP address and browser information
* Device information and operating system
* Pages visited and time spent on our site
* Referring website information
* Cookies and similar tracking technologies

**How We Use Your Information**

We use your personal information to:

* Provide therapeutic counseling services
* Schedule and manage appointments
* Process payments and insurance claims
* Communicate with you about your treatment
* Comply with legal and regulatory requirements
* Improve our services and website functionality
* Send appointment reminders and important notices

**Information Sharing and Disclosure**

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

**With Your Consent**

We will share your information with third parties when you provide explicit consent.

**For Treatment Purposes**

We may share information with other healthcare providers involved in your care, as permitted by law.

**Legal Requirements**

We may disclose information when required by law, court order, or legal process, including:

* Mandatory reporting requirements
* Responses to subpoenas or court orders
* Protection of health and safety when imminent danger exists

**Business Operations**

We may share information with trusted service providers who assist in our operations, including:

* Payment processors
* Insurance companies
* IT service providers
* Legal and accounting professionals

All service providers are contractually bound to maintain confidentiality.

**HIPAA Compliance**

As a healthcare provider, we comply with the Health Insurance Portability and Accountability Act (HIPAA). Your protected health information (PHI) is safeguarded according to HIPAA standards. You have specific rights regarding your PHI, including the right to:

* Access your health records
* Request corrections to your information
* Request restrictions on how your information is used
* Receive a copy of our Notice of Privacy Practices

**Data Security**

We implement appropriate technical, administrative, and physical safeguards to protect your personal information, including:

* Secure data transmission and storage
* Access controls and authentication measures
* Regular security assessments and updates
* Staff training on privacy and security practices
* Encrypted communication systems

**Cookies and Tracking Technologies**

Our website may use cookies and similar technologies to:

* Remember your preferences
* Analyze website usage and performance
* Provide relevant content and advertisements

You can control cookie settings through your browser preferences.

**Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies before providing any personal information.

**Your Rights and Choices**

You have the right to:

* Access, update, or correct your personal information
* Request deletion of your information (subject to legal requirements)
* Opt-out of marketing communications
* Request information about how your data is processed
* File a complaint with regulatory authorities

To exercise these rights, please contact us using the information provided below.

**Age Restrictions**

Our services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from minors. If you are under 18, please do not provide any personal information through our website or services.

**Texas State Law Compliance**

We comply with applicable Texas state laws regarding privacy and confidentiality of health information, including the Texas Health and Safety Code and Texas Occupations Code provisions related to licensed professional counselors.

**Changes to This Privacy Policy**

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. We will notify you of material changes by posting the updated policy on our website with a new effective date. Your continued use of our services after such changes constitutes acceptance of the updated policy.

**Contact Information**

If you have questions about this Privacy Policy or our privacy practices, please contact us:

**Therapeutic Counseling PLLC**
2200 North Loop West, Ste 132
Houston, TX 77018
Phone: 281-829-8588
Email: BrentArnspiger@gmail.com

For HIPAA-related concerns, you may also contact:

* Texas State Board of Examiners of Professional Counselors
* U.S. Department of Health and Human Services Office for Civil Rights

*This Privacy Policy is effective as of the date listed above and applies to all information collected by Brent Arnspiger Therapeutic Counseling, PLLC.*