

ASCEND COUNSELING SERVICES TEXTING/SMS PRIVACY POLICY

Messaging Privacy Policy

Effective Date: 10/13/2025

Ascend Counseling Respects your privacy. By opting into our SMS messaging service, you agree to the following terms regarding how we handle your data.

- **Data Collection:** We will collect your name and mobile phone number when you sign up for SMS updates. The information will be collected via the website contact form, email, rental agreement, or third-party reservation systems.
- **Data Usage:** We use your data solely for sending text messages to answer client questions, schedule/confirm appointments and limited conversational messaging.
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information if you are subscribed to our SMS service. You may request deletion at any time.
- **MESSAGE AND DATA RATES MAY APPLY.** Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- Messages are recurring, and message frequency varies.
- Contact Ascend Counseling Services at 602-855-5750, 602-851-8727, or 602-851-8671, or ppierson@ascendcounselingaz.com for HELP or to STOP receiving messages.
- **Opt-Out:** You can opt out of the SMS list at any time by texting, emailing, or replying STOP or UNSUBSCRIBE to ppierson@ascendcounseling.com or 602-855-5750 602-851-8727, or 602-851-8671. After unsubscribing, you will receive a final SMS to confirm you have unsubscribed and we will remove your number from our list within 24 hours.
- You can send HELP for additional assistance, and you will receive a text including our Phone number, email and website. We are here to help you.
- **Non-Sharing Clause:** We do not share your data with third parties for marketing purposes. Ascend Counseling will not sell, rent, or share the collected mobile numbers. We do not transfer or share your data with any external organizations under any circumstances, including with your consent.