**SMS Terms and Conditions/ Privacy Policy**

**SMS Terms and Conditions**

*1. Introduction*

*Welcome to Sunstone Counseling PLLC. By accessing or using our services, including receiving SMS communications, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with these terms, please do not engage with our services.*

*2. Consent for SMS Communication*

*By providing your consent to receive SMS communications, you acknowledge and agree to receive text messages from Sunstone Counseling PLLC at the phone number you provide. Information obtained as part of the SMS consent process will not be shared with third parties.*

*3. Types of SMS Communications*

*If you have consented to receive text messages, you may receive SMS communications related to the following:*

* *Clinical: demographic information, scheduling needs/changes, billing/insurance information*
* *TherapyNotes: documents needed, dashboard invitation or information, uploading insurance cards*

*4. Standard Messaging Disclosures*

* *Message Frequency: Frequency of messages may vary depending on your interactions with us.*
* *Standard messaging rates will be charged by your mobile service provider.*
* *You can opt-out of receiving SMS messages at any time by texting "STOP" to the number from which you received the message.*

*For assistance, text "****HELP"*** *" to any text message or contact us directly at* ***269-359-7101****; you can email us at* ***sunstonepllc@outlook.com****.*

**Privacy Policy**

*Sunstone Counseling PLLC* (“we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy describes how we collect, use, disclose, and protect your information when you visit our website, [www.sunstonelifejourney.com](http://www.sunstonelifejourney.com) or interact with us in any other manner.

*For our clinical records and documentation*, we utilize **TherapyNotes**, which is a HIPAA compliant, Electronic Medical Records (EMR) system through which we collect demographic data, clinical records, permissions needed by our clients, scheduling needs, and online communications. We have a separate Privacy Policy regarding PHI information available on our website as well.

Information We Collect

We may collect the following types of information from you:

Personal Information: When you contact us through our Website, phone, or email, we may collect personal information that you provide, including your full name, phone number, email address, mailing address and date of birth.

How We Use Your Information

We use the information we collect for the following purposes:

To Communicate with You: We use your contact information to respond to your inquiries, provide scheduling information or changes, request insurance information, and keep you informed about any pertinent needs or changes.

Legal Compliance: We may use your information to comply with applicable laws, regulations, or legal obligations, including responding to subpoenas, court orders, or legal requests.

Consent to Receive Text Messages

You are not required to consent to receiving text messages from Sunstone Counseling PLLC. By providing your phone number and opting in, you consent to receive text messages from us regarding your inquiry, our services, or related clinical or legal matters. Message and data rates may apply. You can opt out of receiving text messages at any time by replying “STOP” to any text message you receive from us. Please note that opting out may limit our ability to communicate with you regarding your counseling services.

Information Sharing and Disclosure

We do not sell or rent your personal information to third parties. We do not sell, rent, release, or transfer your SMS consent or phone number to any third party for any third-party marketing purposes. We may share your information in the following circumstances:

Service Providers: We may share your information with our service providers who perform services on our behalf, such as back-up counselors, billing services, or technical support. These service providers are contractually obligated to protect your information and use it only for services they provide.

Legal Requirements: We may disclose your information if required by law, regulation, or legal process, or if we believe disclosure is necessary to protect our rights, property, or the safety of our users or others.

Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

Your Rights and Choices

Opting Out: You may opt out of receiving communications from us by following the instructions in those communications or contacting us directly. If you opt out, we may still send you communications related to your billing needs or our ongoing clinical relationship.

Access and Update Information: You have the right to access, update, or correct your personal information. To do so, please contact us using the information provided below.

TherapyNotes Website/dashboard

A TherapyNotes dashboard allows you to edit your demographic information, insurance policy changes, or personal information updates as needed. Clients will need to receive an invitation from us and follow the provided link to create a password to access their own dashboard for pursuing online updates and information.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Last Updated” date. We encourage you to review this Privacy Policy periodically for any updates.

Contact Us

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

*Sunstone Counseling PLLC*

*5955 West Main Street, Ste. 612*

*269-359-7101*

[*Sunstonepllc@outlook.com*](mailto:Sunstonepllc@outlook.com)

[*www.sunstonelifejourney.com*](http://www.sunstonelifejourney.com)