

Website Privacy Policy

Thrive Family Therapy

Effective date: November 13, 2026

Thrive Family Therapy ("Thrive," "we," "us," or "our") respects your privacy and recognizes that seeking support for your health and well-being is personal. This policy explains how we collect, use, disclose, and retain information through our website and related inquiries, and how you can contact us about your privacy.

1. What this policy covers

This policy applies to the public website operated by Thrive Family Therapy and information collected through website-related inquiries. It does not replace our clinical Notice of Privacy Practices, informed consent documents, or other agreements governing services.

Information maintained in connection with care, including therapy records, assessment information, clinical communications, and insurance and billing records, is addressed through our clinical privacy notices and applicable health privacy laws. Information does not lose applicable health privacy protections simply because it was submitted through a website or before a provider-client relationship was established.

Browsing this website or submitting a message does not establish a provider-client relationship, confirm an appointment, or authorize a clinical service.

2. Information we collect

Information you provide. When you contact us, we receive the information you choose to submit, such as your name, email address, telephone number, scheduling preferences, services of interest, and message content. A message may contain health-related information if you choose to include it. We also receive information you provide when asking about supervision, professional consultation, or other resources.

Please limit an initial inquiry to your contact details and a brief description of what you are seeking. Do not submit detailed health histories, clinical reports, Social Security numbers, payment card details, or other sensitive records through a general contact form or ordinary email. Ask our office for the appropriate way to provide those materials.

Website and device information. Our website and its service providers may receive technical information such as your IP address, browser and device type, pages visited, referring links, access times, interactions with website features, online identifiers, and approximate location derived from technical information. Section 5 explains website technologies and related choices.

3. How we use information

We use information to respond to inquiries, explain services and availability, coordinate requested next steps, manage communications, and provide administrative assistance. We also use relevant information to maintain and improve website functionality, understand website use where measurement tools are enabled, prevent spam and misuse, protect security, address privacy requests, and meet legal obligations.

We use information for the purposes described in this policy and other purposes permitted by applicable law. When a use requires consent or authorization, we obtain it separately. A website inquiry is not blanket permission to use health information for advertising, research, or unrelated purposes.

4. When information is disclosed

Practice personnel and service providers. Authorized personnel may access information as needed to carry out their responsibilities. Providers supporting website hosting, maintenance, security, form delivery, communications,

analytics, scheduling, or other administrative functions may process information necessary for those functions. Clinical systems and payment services are also addressed in Section 8.

Service-provider access must be appropriate to the work performed and subject to applicable privacy and security requirements. We use confidentiality protections and business associate agreements when required by law. Processing by service providers is not permission for unrelated use of clinical information.

Legal obligations and authorized requests. We may disclose information when required or permitted by applicable law or when you direct us to do so with any required authorization. We review legal demands in light of applicable confidentiality rules and privileges; receiving a subpoena or other request does not automatically authorize release of clinical information. Any use to protect rights, safety, or security remains subject to applicable law.

5. Cookies, analytics, and embedded features

The website and its service providers may use cookies, server logs, and similar technologies to support functionality, security, preferences, and website usage measurement. Cookies are small files stored on a device. Technical information and online identifiers are not necessarily anonymous, even when a name is not collected.

When analytics services, including Google Analytics, are enabled, they may process information about website visits, devices, and interactions to help measure site use. Embedded maps, videos, and spam-prevention features may also send technical information to their providers when a page or feature loads. These providers may receive information directly from your browser.

You can manage or delete cookies through your browser settings and use privacy controls offered on the website or by relevant services. Blocking cookies may affect some features and does not necessarily stop every form of data collection. You may also contact us about available privacy choices. We honor opt-out requests and recognized browser privacy signals when required by applicable law.

Website measurement must not be used to send the contents of appointment inquiries, clinical forms, or client records to advertising networks. A cookie preference or acceptance of this policy is not a substitute for a legally required health information authorization.

6. Advertising and optional communications

Our policy is not to sell personal information or disclose it for targeted or cross-context behavioral advertising. We do not permit inquiry messages, client records, or contact lists to be provided to third parties for their own unrelated marketing. Operational disclosures to service providers are limited as described in this policy.

Submitting an inquiry does not subscribe you to a promotional mailing list. Where optional newsletters or promotional updates are offered, you can choose whether to subscribe and can unsubscribe through the message instructions or by contacting us. You may also ask us to stop nonessential text messages. These choices do not prevent necessary administrative communications about services you request.

7. Forms, email, texts, and voicemail

General contact forms, ordinary email, and text messages are intended for brief inquiries and administrative communication, not detailed clinical discussion or submission of sensitive records. Electronic communications can be misdirected, intercepted, or seen by someone with access to a device or account. An encrypted connection to a website does not establish that every subsequent step in message delivery is encrypted.

Use the clinical communication method designated by our office for sensitive information. Tell us about communication preferences or restrictions, including whether we may leave a voicemail. We will address reasonable confidential communication requests in accordance with applicable law.

Website messages are not continuously monitored and are not appropriate for emergencies or urgent clinical concerns. For immediate danger or a medical emergency, call 911 or go to the nearest emergency department. Submitting a form does not waive your privacy rights or relieve us of our legal responsibilities.

8. Client portals, payments, and other websites

Scheduling, intake, clinical messaging, and payments may take place through a designated client portal or another service rather than the public website. These systems may collect information needed for their functions and have their own notices and terms. Our responsibilities for information we collect or disclose continue to apply.

Use only payment methods designated by our office; do not put payment card information into a general website form. External websites and social media platforms operate under their own privacy policies. Avoid posting private clinical information in public comments or reviews. External shops, course platforms, and other separately operated businesses also have their own notices.

A link, referral, or common ownership does not by itself authorize the sharing of your information with another practice or business. Any transfer remains subject to applicable law and required consent or authorization.

9. Children's privacy

Our public website is intended for a general audience and is not directed to children under 13. We do not knowingly collect personal information directly from children under 13 through general website forms without any legally required parental consent. Parents or guardians seeking services for a child should provide their own contact information and avoid detailed clinical information in an initial inquiry.

Contact us if you believe a child under 13 has submitted personal information without required consent. We will review the situation and take appropriate steps, including deletion where required. This website policy does not determine a minor's right to consent to clinical services or a parent's access to clinical records; those matters are governed by applicable law and our clinical processes.

10. Security and retention

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. Access is limited according to legitimate responsibilities. No website, electronic communication, or storage system can be guaranteed completely secure. We provide legally required notifications when a security incident triggers a notification obligation.

We retain website-related information for as long as reasonably necessary for its purpose, appropriate recordkeeping, security, dispute resolution, and legal requirements. Retention depends on the information and its use. When no longer needed, information is deleted, securely disposed of, or appropriately de-identified, subject to legal holds, applicable requirements, and backup processes. Clinical records have separate retention requirements.

11. Privacy choices and requests

You may contact us to ask about information associated with your website inquiry, request access or a copy, request correction or deletion, or update communication preferences. Depending on the law that applies, you may have additional rights to withdraw consent or object to particular uses or disclosures.

We may need to verify your identity or your authority to act for someone else before fulfilling a request. We request only information reasonably necessary for verification and respond within applicable legal timeframes. Some requests may be limited by legal requirements, confidentiality obligations, or record-retention duties. Deleting website inquiry information does not automatically require deletion of a clinical record.

To request review of a denied request, contact us with the subject or heading "Privacy Appeal." We will explain the outcome and any further options required by law. You may also contact an applicable privacy regulator. We do not retaliate against individuals for exercising applicable privacy rights. Clinical record requests and health privacy complaints are addressed through our clinical Notice of Privacy Practices.

12. Visitors outside the United States

Our practice operates in the United States. Information you submit from another country may be transferred to and processed in the United States, where privacy laws may differ from those in your location. Visiting the website does not replace any separate consent or safeguards required by applicable law.

13. Changes to this policy

This updated website policy takes effect on the date shown at the top. Until that date, the prior website policy continues to apply. We may revise this policy when website features, information practices, or legal requirements change. The date at the top identifies the effective version. We will announce material changes at least 30 days before they take effect. We provide additional notice and obtain consent when required by law. Posting a revised policy does not, by itself, authorize a use of previously collected information that requires separate consent.

14. Contact us

Thrive Family Therapy

Privacy Contact: Shannon White, LMFT

Corvallis, Oregon

Email: info@thrivefamilytherapy.net

Phone: 541-712-8652

For a website privacy request, use the subject or heading "Privacy Request." Please do not include sensitive clinical information, copies of identification, or other sensitive documents in an initial ordinary email. Our office will explain an appropriate way to provide information needed to address your request.