

Privacy Policy for Therapeutic Transitions & Associates, LLC

Therapeutic Transitions & Associates, LLC (“we,” “us,” or “our”) values the privacy of our clients and is committed to safeguarding the personal and health information you share with us. This Privacy Policy outlines how we collect, use, and protect your information in compliance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA).

Information We Collect

We may collect and store personal and health information when you engage with us for services. This information includes but is not limited to:

- Personal identifiers such as your name, date of birth, and contact information.
- Health information related to your mental health treatment, medical history, diagnosis, treatment plans, and progress.
- Billing and payment information.
- Information provided through questionnaires, assessments, or during counseling sessions.

How We Use Your Information

The information we collect may be used for the following purposes:

- To provide mental health services and treatment.
- To communicate with you regarding your care.
- To maintain medical records in compliance with legal requirements.
- To process billing and payments for services rendered.
- To improve our services and conduct internal assessments.
- To comply with applicable laws, including responding to legal requests and protecting our legal rights.

Sharing Your Information

We will not sell or rent your personal or health information to third parties. However, we may share your information under the following circumstances:

- With healthcare providers involved in your treatment.
- With insurance companies for billing purposes.
- With authorized third-party service providers, such as billing and administrative support, who agree to comply with our privacy standards.
- When required by law or for the protection of our rights and safety or the rights and safety of others.

Your Rights

As a client of Therapeutic Transitions & Associates, LLC, you have certain rights regarding your personal and health information, including:

- Right to Access: You may request access to your personal and health information.
- Right to Amend: You may request that we correct or amend your personal and health information.
- Right to Restrict: You may request restrictions on how we use or disclose your information.
- Right to Confidential Communications: You may request that we communicate with you through specific means or at a specific location.
- Right to Complain: You may file a complaint if you believe your privacy rights have been violated.

Data Security

We take appropriate measures to protect the confidentiality, integrity, and security of your information. This includes:

- Using encryption and other security protocols to safeguard electronic records.
- Limiting access to personal and health information to authorized individuals.
- Regularly reviewing our data security practices to ensure compliance with industry standards.

Retention of Your Information

We will retain your personal and health information for as long as necessary to fulfill the purposes for which it was collected or as required by law. Once the information is no longer needed, we will securely dispose of or de-identify it.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. Any changes will be posted on our website, and we encourage you to review the policy periodically.

Text Messaging & SMS Communications

Therapeutic Transitions & Associates, LLC may use text messaging (SMS/MMS) to communicate with individuals we serve for purposes including appointment reminders, scheduling updates, care coordination, and telehealth-related communications. We do not use text messaging for marketing or promotional purposes.

Consent & Opt-In

Your permission to receive text messages is collected at the time you provide your mobile phone number, which may occur through any of the following: intake paperwork completed at the start of services, verbally through your initial call, or our website contact or intake form. By providing your mobile number and consenting to receive texts, you agree to receive messages from Therapeutic Transitions & Associates, LLC at the number provided. Message frequency may vary based on your care activities.

Data Sharing

No mobile information will ever be sold or shared with third parties or affiliates for marketing or promotional purposes, or any other reason. All categories of information described in this Privacy Policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Costs

Message and data rates may apply. Contact your wireless carrier for details.

Opt-Out

You may opt out of receiving text messages at any time by replying STOP to any message from us. You will receive one final confirmation and no further messages will be sent. To re-enroll, reply START or contact us directly.

Assistance

Reply HELP to any message for assistance, or contact us at 817-366-9332

Questions

For questions about our text messaging program, contact Therapeutic Transitions & Associates, LLC at 817-366-9332

Contact Information

If you have any questions or concerns regarding this Privacy Policy or your privacy rights, please contact us at:

Therapeutic Transitions & Associates, LLC

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