

Compassion Centered Counseling — Privacy Policy

Effective Date: January 1, 2026

1. Introduction

Compassion Centered Counseling (“we,” “our,” or “us”) is committed to protecting the privacy of visitors to our website and the confidentiality of our clients’ information. This Privacy Policy explains what information we collect, how we use it, and how we protect it.

We are located at:

Compassion Centered Counseling

1698 Keller Parkway, Ste 200

Keller, Texas 76248

We comply with applicable federal and Texas state privacy laws, including the **Health Insurance Portability and Accountability Act (HIPAA)**.

This Privacy Policy applies only to information collected through our website and related online services. It does **not** apply to information collected during therapy sessions or through HIPAA-compliant systems such as **TherapyNotes** or **Doxy.me**.

2. Information We Collect

A. Information You Provide Directly

Through our website’s contact form or email, we may receive:

- Name
- Email address
- Phone number
- Message content
- Appointment requests

We strongly encourage clients **not** to submit protected health information (PHI) through the website contact form. All PHI is processed through HIPAA-compliant tools.

B. Automatically Collected Information

Through tools such as **Google Analytics**, we may collect:

- IP address
- Browser and device type
- Pages visited
- Time spent on site

- General location data (non-precise)

This information helps us understand and improve website usage.

C. Cookies and Tracking Technologies

We may use cookies and similar technologies to:

- Analyze traffic
- Improve website performance
- Enhance user experience

You may disable cookies in your browser settings.

3. How We Use Your Information

We may use the information collected to:

- Respond to inquiries
- Schedule appointments
- Communicate with current or prospective clients
- Improve website security and functionality
- Conduct website analytics
- Verify insurance or process billing (only through HIPAA-secure systems)

We **do not** sell personal information.

4. How We Handle Protected Health Information (PHI)

We do **not** request or store PHI on our website.

All PHI is handled through HIPAA-compliant platforms:

- **TherapyNotes** (practice management, billing, telehealth)
- **Doxy.me** (telehealth sessions)

Both platforms maintain **Business Associate Agreements (BAAs)** and provide encrypted, secure environments for client information.

5. How We Share Information

We may share limited information with trusted service providers who help us operate our website or practice, including:

- Website hosting providers
- Google Analytics

- Email systems
- TherapyNotes (for clinical and administrative functions)

We only share what is necessary and never for marketing or sales.

6. Data Security

We use multiple safeguards, including:

- SSL encryption
- Secure hosting
- Restricted access to data
- HIPAA-compliant technologies for PHI

Despite safeguards, no system can be guaranteed to be completely secure.

7. Your Rights

You may request to:

- Review or correct personal information
- Request deletion of website-submitted information
- Opt out of non-essential cookies
- Access your HIPAA rights (see our official **Notice of Privacy Practices**)

Texas law and HIPAA grant enhanced rights concerning your health information.

8. Third-Party Links

Our website may include links to external resources. We are not responsible for the content or privacy practices of those sites.

9. Children's Privacy

Our website is not intended for children under the age of 13.

10. Changes to This Policy

We may update this Privacy Policy periodically. The new effective date will be posted at the top.

11. Contact Us

For privacy-related questions or concerns, contact:

Compassion Centered Counseling

Attn: **Marcy Conner, M.Ed., LPC-S**

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Keller, Texas 76248

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Phone: **817-666-3067**