



Let's talk, I'll Listen
COUNSELING SERVICES

Privacy Policy for Let's Talk, I'll Listen Counseling Services, PLLC

Effective Date: 11/7/2024

At *Let's Talk, I'll Listen Counseling Services* (referred to as “we,” “our,” or “us”), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and protect your personal information when you inquire about our therapy services. By contacting us or using our services, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

To effectively respond to your inquiry and coordinate potential care, we may collect the following types of information:

- **Personal Information:** When you contact us to inquire about therapy services, we may collect personal details such as your name, email address, phone number, and other relevant contact information.
- **Health Information:** During initial inquiries, we may gather limited health information that you voluntarily provide to help us understand your needs and determine appropriate therapeutic options. All health information is treated in accordance with HIPAA regulations and used solely to support initial care coordination.
- **Usage Information:** We may collect non-personal data about how you use our website, such as your IP address, browser type, and access times, to improve our services and enhance the user experience.

2. How We Use Your Information

We use the information collected for the following purposes:

- **Coordinating Care for Therapy Services:** To assess your needs, recommend appropriate therapy options, and connect you with a qualified therapist if you choose to become a client.
- **Responding to Inquiries:** To address questions, provide relevant information about our services, and follow up as needed to support your initial interest in therapy.
- **Communication:** To provide reminders, updates, and notifications relevant to your inquiry and any services you may receive from us.
- **Improvement of Services:** To analyze usage data and enhance the performance and usability of our website and services.



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Note: Once you become an active client, all communication specifically regarding clinical treatment is recommended to take place in our secure chat system (Simple Practice) to ensure confidentiality and meet privacy standards.

3. Text Message Consent

By opting in to receive text messages from *Let's Talk, I'll Listen Counseling Services*, you agree to receive messages related to appointment scheduling, service updates, and other notifications relevant to your initial inquiry or care coordination. Message frequency may vary, and message/data rates may apply. You can opt out at any time by replying "STOP" or "unsubscribe." If you choose not to receive text messages, you will still receive email communication when necessary.

4. How We Share Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties, except in the following situations:

- **With Your Consent:** We may share your information with third parties when you explicitly consent to it, such as referrals to specialists if requested.
- **Service Providers:** We may share information with third-party vendors who assist us in providing services, such as secure messaging or scheduling systems, provided they agree to keep your information confidential and use it solely for the purposes we specify.
- **Legal Obligations:** We may disclose your information if required by law, or if we believe disclosure is necessary to protect our rights, ensure your safety or the safety of others, or respond to a legal request.
- **In Case of Business Transfers:** If we are involved in a merger, acquisition, or asset sale, your information may be transferred. We will provide notice before your personal information is transferred and becomes subject to a different privacy policy.

5. Data Security

We implement reasonable security measures to protect your personal and health information from unauthorized access, alteration, disclosure, or destruction. However, please be aware that no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security. Access to your information is restricted to authorized personnel who require it to coordinate your care or respond to your inquiry.



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6. Data Retention

We retain your personal information only as long as is necessary for coordinating care or responding to your inquiry, or as required by law. If you do not proceed with services, we will securely delete or anonymize your information as appropriate.

7. Your Choices and Rights

You have the right to:

- **Access and Update:** Review and correct your personal information by contacting us directly.
- **Opt-Out:** You may opt out of receiving communications from us at any time by following the unsubscribe instructions provided in our communications or by contacting us directly.
- **Delete Information:** Request deletion of your personal information where permitted by law and in line with our data retention policy.
- **Request Information:** Request details about how we process your data, including any third-party data sharing.

8. Third-Party Links

Our website may contain links to third-party websites or services. This Privacy Policy does not apply to those websites, and we are not responsible for the privacy practices or content of any linked websites. We encourage you to review the privacy policies of any third-party sites you visit.

9. Children's Privacy

Our services are not intended for children under the age of 13, and we do not knowingly collect personal information from children under 13 without verifiable parental consent. If we become aware that we have collected information from a child under 13 without such consent, we will promptly delete it. If you believe we may have collected information from a child under 13, please contact us.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any significant changes by posting the updated policy on our website and indicating the effective date. Continued use of our services following any updates to the Privacy Policy constitutes your acceptance of those changes.



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11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Let's Talk, I'll Listen Counseling Services

7676 Hillmont St., Ste #204, Houston, TX 77040

Email: info@letstalkyou.com

Phone: 978-400-3016/ 832-246-5369