

Privacy Policy

Last Updated: June 21, 2025

We respect your privacy. This policy explains how The Climb Counseling (Stephanie Hardison, LCSW) collects, uses, and protects your data when you use our website (<http://www.theclimbcounseling.com>). By using the Site, you agree to these terms.

1. Scope & Clinical Data

This policy applies only to non-clinical interactions via the Site (e.g., contact forms, blog subscriptions). Protected Health Information (PHI) shared during therapy services is governed by:

- HIPAA (Health Insurance Portability and Accountability Act)
- Our separate Notice of Privacy Practices (provided to clients at intake).

2. Information We Collect

Automatically Collected (Device Information)

- What: IP address, browser type, cookies, pages visited.
- How: Via cookies, log files, and pixels (e.g., Google Analytics).
- Why: Site functionality, fraud prevention, and analytics.

Voluntarily Provided (Contact/Billing)

- What: Name, email, phone, billing address, payment details.
- How: Contact forms, service registrations.
- Why: To respond to inquiries, process payments, and provide services.

3. How We Use Your Data

Purpose	Examples	Legal Basis
Service Delivery	Appointment scheduling, payment processing	Contractual necessity
Communication	Responding to inquiries, newsletters (opt-in)	Consent/Legitimate interest
Security & Compliance	Fraud prevention, legal obligations	Legal requirement
Site Improvement	Analytics, user experience optimization	Legitimate interest

4. Data Sharing & Third Parties

We do not sell your data. Limited sharing occurs with:

- Payment Processors (e.g., Stripe, PayPal) – Encrypted transactions only.

- Email Tools (e.g., Mailchimp, Proton, Flodesk) – For marketing (opt-out anytime).
- Analytics (e.g., Google Analytics) – [Opt-out here - <https://tools.google.com/dlpage/gaoptout>].
- Legal Compliance – If required by law (e.g., subpoena).

5. Data Security & Retention

- Security Measures: SSL encryption, HIPAA-compliant platforms (e.g., SimplePractice, Headway, Sessions Health), restricted staff access.
- Retention Periods:
 - Contact Forms: 6 months (unless you become a client).
 - Client Records: 7 years post-treatment (CA/CO law).
 - Billing Data: Retained only as long as necessary for audits.

6. Your Rights

All Users

- Access, correct, or delete your data.
- Opt out of marketing emails (via unsubscribe link).

California (CPRA) & Colorado (CPA)

- Request disclosure of data categories shared for marketing.
- Designate an authorized agent to act on your behalf.

EU/UK (GDPR)

- Object to processing or request data portability.
- Lodge complaints with your [local regulator](<https://ico.org.uk/>).

To exercise rights, contact us at: theclimbcounseling@proton.me.

7. Children's Privacy

Our Site is not directed at children under 14. We do not knowingly collect their data without parental consent.

8. Updates & Breach Notification

- Policy Changes: Posted on this page with a new "Last Updated" date.
- Data Breaches: Notified per CA Civil Code §1798.82 (72 hours) and HIPAA rules.

9. Contact Us

Stephanie Hardison, LCSW
The Climb Counseling
theclimbcounseling@proton.me

For HIPAA-related requests: Use secure client portal, email or text.