

PRIVACY POLICY

Effective Date: March 2026

At Savia Community Counseling, your privacy matters. We are committed to creating a space where you feel safe, respected, and supported, not just in our clinical work, but in how your information is handled.

This Privacy Policy explains how we collect, use, and protect your information, including how we communicate with you through appointment reminders and text messages.

Information We Collect

In order to provide services and support your care, we may collect:

- Basic personal information (such as your name, phone number, email, and date of birth)
- Information related to your care and services
- Appointment and scheduling details
- Your communication preferences, including consent to receive text messages

How We Use Your Information

We use your information to support you and your care, including:

- Scheduling and managing appointments
- Sending appointment reminders and service-related updates
- Providing mental health services
- Responding to questions or requests
- Improving how we serve our community

Text Messaging & Appointment Reminders

If you choose to opt in, you may receive text messages from Savia Community Counseling. These may include:

- Appointment reminders
- Scheduling updates
- Service-related notifications

Message frequency may vary. Message and data rates may apply.

You can opt out at any time by replying **STOP** to any message.

If you need assistance, reply **HELP** or contact us directly at [insert phone/email].

How We Share Information

We respect your privacy and do **not** sell or share your personal information with third parties for marketing or promotional purposes.

We may share information with trusted partners who help us operate our services (such as billing systems, electronic health records, or communication platforms). These partners are only given access to the information necessary to support your care.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

Protecting Your Information

We take your privacy seriously and use appropriate safeguards to protect your information. Our systems and practices are designed to align with applicable privacy standards, including HIPAA where applicable.

Your Choices & Rights

You have the right to:

- Request access to your information
- Ask for corrections if something is inaccurate
- Withdraw consent for communications at any time

If you'd like to make a request, we're here to help.

Contact Us

If you have any questions about this policy or how your information is handled, please reach out:

Savia Community Counseling, LLC

777 Terrace Avenue, Ste. 506
Hasbrouck Heights, NJ 07604
(201) 699-0508
info@saviacounseling.com

Updates

We may update this Privacy Policy from time to time. Any changes will be reflected here with an updated effective date.