

Privacy Policy & Terms of Use

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 only in our clinical work, but in how your information is handled.

This policy explains how we collect, use, protect, and communicate your information, as well as the terms that guide your use of our services.

Information We Collect

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 & Communication Consent

If you choose to opt in, you may receive communications from Savia Community Counseling via phone call, email, or text message (SMS). These messages are used to support your care and may include:

- Appointment reminders
- Scheduling updates
- Service-related notifications
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Message frequency may vary based on your appointments and service needs. Message and data rates may apply.

You may opt out of receiving text messages at any time by replying STOP to any message. For assistance, reply HELP or contact us directly at (201) 699-0508 or info@saviacounseling.com.

Consent to receive text messages is not a condition of receiving services.

Text messaging is intended for general communication purposes only. Please do not use text messaging to share sensitive personal health information. If you are experiencing an emergency, please call 911 or go to your nearest emergency room.

How We Share Information

We respect your privacy and do not sell or share your personal information with third parties or affiliates 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 and are expected to protect your information.

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

Use of Services

By engaging in services with Savia Community Counseling, you agree to participate in services in a respectful, collaborative, and appropriate manner.

Our services are intended to support emotional wellness and are not a substitute for emergency care. If you are experiencing a crisis, please call 911 or go to your nearest emergency room.

Limitations of Communication

While we take steps to protect your information, electronic communications (including email and text messaging) may not be fully secure. We encourage you to limit the sharing of sensitive personal or health information through these channels.

Text messaging should not be used for urgent or emergency communication.


Updates to This Policy


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

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