

ONLINE PRIVACY POLICY AGREEMENT

Effective Date: October 2, 2025

Wisteria Psychological Services, LLC ("Wisteria Psychological Services") values your privacy. This Privacy Policy ("Policy") explains how we collect and use personal information from those who visit our website, make use of our online facilities and services, or consent to receive SMS/text communications from us. It also explains what we will and will not do with the information we collect.

Our Policy has been designed and created to ensure those affiliated with Wisteria Psychological Services of our commitment and realization of our obligation not only to meet, but to exceed, most existing privacy standards.

We reserve the right to make changes to this Policy at any given time. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. If at any point Wisteria Psychological Services decides to make use of any personally identifiable information in a manner different from that which was stated when this information was initially collected, the user will be promptly notified by email or SMS. Users at that time shall have the option as to whether to permit the use of their information in this separate manner.

This Policy applies to Wisteria Psychological Services and governs all data collection and usage by us. Through the use of www.wisteriapsych.com, or by opting in to SMS/text messaging, you consent to the data collection procedures expressed in this Policy.

Information We Collect

It is always up to you whether to disclose personally identifiable information to us. However, if you elect not to provide necessary information, we may not be able to register you as a user or provide certain products or services.

In addition, Wisteria Psychological Services may collect non-personal anonymous demographic information, such as age, gender, household income, political affiliation, race, religion, browser type, IP address, or operating system. This information assists us in providing and maintaining quality service.

Why We Collect Information and For How Long

We collect your data for several reasons:

- To better understand your needs and provide the services you have requested.
- To fulfill our legitimate interest in improving our services and products.
- To send you communications (including promotional emails) when we have your consent.
- To contact you for surveys or market research, when we have your consent.
- To customize our website according to your online behavior and personal preferences.

The data we collect will be stored no longer than necessary. Retention will depend on:

- The relevance of the information.
- Record-keeping obligations.
- Legal or regulatory retention periods.
- The type of contract we have with you.
- The existence of your consent.
- Our legitimate interest in keeping such information.

SMS Privacy Policy & Terms of Service

My SMS platform provider, Spruce Health, supplied me with model verbiage to use in conjunction with my standard agreement paperwork in order to collect opt-in consent for SMS texting which can be reviewed below in the "SMS Text Messaging Terms of Service" and "SMS Text Messaging Privacy Policy."

When I submitted my registration, I indicated that I had incorporated that language, or substantially similar language, into my standard agreements; therefore, the SMS platform provider has submitted this attestation, on my behalf:

Our standard terms of service and privacy policy describe our SMS text messaging program. Users receive SMS messages only after providing separate, affirmative consent to opt in, as described in "Details of How My Organization (Wisteria Psychological Services) Obtains SMS Opt-In."

Please note that I, from time to time, make use of agreements that are not available on any public website, such as agreements on paper forms or agreements that are accessible only via private online forms. So while I am faithfully and consistently gathering SMS opt-ins via specific contractual language, as described below, this language is not necessarily present on any publicly available website.

"Wisteria Psychological Services" SMS Text Messaging Terms of Service

These SMS Text Messaging Terms of Service (these "SMS Terms") are incorporated into all agreements between you and "Wisteria Psychological Services" ("our organization", "us", "we"), including any agreements that are preexisting and any agreements that might be enacted contemporaneously with these SMS Terms.

"Wisteria Psychological Services" might use SMS text messaging, from time to time, for certain types of communication with you, including potentially for administrative issues, such as billing, or for health-related issues, such as care reminders.

By opting in, you agree to receive SMS text messages from "Wisteria Psychological Services" related to services that we are providing to you. Message and data rates may apply, and message frequency varies. You may text us STOP at any time to opt out of receiving SMS text messages from us. You may text us HELP at any time to receive help. Carriers are not liable for any delayed or undelivered messages.

Our SMS Text Messaging Privacy Policy can be reviewed here:

<https://www.wisteriapsych.com/assets/privacy-policy-v1.2.pdf>

You understand that SMS text messages may originate from "Wisteria Psychological Services".

SMS Text Messaging Privacy Policy

We respect your privacy and are committed to protecting your personal information. Any information collected as part of our SMS or text messaging program, including mobile phone numbers, messaging consent, and opt-in data, is used solely for the purpose of providing the messaging services you have opted-in to receive. No mobile opt-in data or text messaging consent information will be shared, sold, rented, or disclosed to any third parties, except as required to deliver the messaging service or to comply with applicable laws.

Use of Information Collected

Wisteria Psychological Services does not now, nor will it in the future, sell, rent, or lease any customer lists or names to third parties.

We may use personal information to:

- Assist in the operation of our website and services.
- Ensure delivery of the services you request.
- Inform you of products and services available from Wisteria Psychological Services.
- Conduct surveys and research regarding current or future services.

Wisteria Psychological Services uses various third-party social media features including, but not limited to, Facebook and Instagram. These may collect your IP address and require cookies to function properly. These services are governed by the privacy policies of the providers and are not within our control.

Disclosure of Information

Wisteria Psychological Services may not use or disclose your information except under the following circumstances:

- As necessary to provide services or products you have requested.
 - In ways described in this Policy or with your consent.
 - In aggregate form that cannot reasonably identify you.
 - As required by law, subpoena, or court order.
 - To outside auditors under confidentiality agreements.
 - As necessary to enforce our Terms of Service.
 - As necessary to protect the rights and property of Wisteria Psychological Services.
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Non-Marketing Purposes

Wisteria Psychological Services respects your privacy. We may contact you for non-marketing purposes (such as scheduling, documentation, bug alerts, security notices, account issues, and/or changes in services). These communications may occur by email, telephone, SMS/text, or postal mail.

Children Under the Age of 13

Our website and services are not directed to children under 13, and we do not knowingly collect information from children under 13. If such data is collected, it will be deleted or parental consent will be required.

Unsubscribe or Opt-Out

You may unsubscribe from emails or newsletters by sending a request to unsubscribe@wisteriapsych.com. To opt out of SMS/text messages, reply **STOP** at any time.

Links to Other Websites

Our website may contain links to affiliate or external sites. Wisteria Psychological Services is not responsible for the privacy practices of these sites. Please review their privacy policies when visiting.

Notice to European Union Users

Our operations are based in the United States. If you provide information, it will be transferred to and stored in the U.S. By providing information, you consent to this transfer.

Security

Wisteria Psychological Services takes precautions to protect your information both online and offline. Sensitive information is encrypted and stored securely. Only authorized employees may access personally identifiable information.

Acceptance of Terms

By using our website or opting in to SMS/text messaging, you accept the terms of this Privacy Policy. Continued use of our services after updates are posted signifies agreement with those changes.

How to Contact Us

If you have any questions about this Policy, please contact us:

Email: admin@wisteriapsych.com

Telephone: 404-282-8846

Mailing Address:

Wisteria Psychological Services

2250 N Druid Hills Rd NE

Ste 280

Atlanta, GA 30329