Online Privacy Policy

Effective Date: November 11, 2026

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 post the current version of this policy and its effective date on our website. If we plan to use personal information for a materially different purpose, we will provide notice and seek permission as applicable.

This policy covers information collected through our website and our optional service text messages. For protected health information (PHI), applicable health information law and our Notice of Privacy Practices apply.

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 service-related communications as described below.
- 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/Text Messaging

Wisteria Psychological Services, LLC uses Spruce Health for manual service texts. These may include appointment reminders, appointment changes or cancellations, account or care-related notifications, and administrative messages related to your services.

- You choose whether to receive texts through the SMS consent in SimplePractice. We send texts only after you affirmatively choose Yes. You can receive care or services regardless of your texting choice.
- Message frequency varies.
- Standard message and data rates may apply.
- To opt out, text STOP to 404-282-8846. An automated message confirms your opt-out.
- Text HELP to 404-282-8846 for automated information, or call that number for assistance.
- We use your mobile number and consent information to manage the service texts you choose. We do not sell, rent or lease your mobile number or SMS consent information.
- We use SMS for the service purposes listed above.

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.

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 Website Information

For website information outside PHI, we may use or disclose the information in the following circumstances, subject to applicable law:

- 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 permitted or required by applicable law.
- For audits, subject to applicable confidentiality and privacy safeguards.
- As necessary to enforce our Terms of Service.
- As necessary to protect the rights and property of Wisteria Psychological Services.

Protected Health Information and Legal Requests

We use and disclose PHI as permitted or required by applicable law and as described in our Notice of Privacy Practices. We do not sell PHI or use or disclose it for HIPAA marketing. An auditor or service provider may receive PHI only where permitted, with applicable safeguards and a business associate agreement when required.

We verify the requester's authority and review applicable conditions and disclosure limits before releasing PHI. For a court order, any disclosure is limited to the PHI the order expressly authorizes. A subpoena without a court order requires review of the applicable legal conditions. Mandatory reporting follows the law applicable to the request. We apply more protective state or federal requirements, including applicable privilege protections, when they govern the information.

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.

Opt-Out and Communication Preferences

Text STOP to 404-282-8846 to stop SMS. To discuss another way to receive service communications, contact us. See the Notice of Privacy Practices for how to revoke a HIPAA authorization.

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. Information you provide may be transferred to and stored in the United States. We handle PHI as described in our Notice of Privacy Practices and under applicable law.

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.

Policy Updates and Privacy Rights

Your HIPAA privacy rights continue to apply when you use this website, continue using it after an update, or opt in to service texts. We obtain a separate HIPAA authorization when one is required. An acknowledgment of the Notice of Privacy Practices documents receipt of that notice.

How to Contact Us

For questions about this policy or to route a legal request, contact Phillip Curry. Ask for instructions before sending sensitive documents. For HIPAA privacy-rights requests and mailing instructions, see our Notice of Privacy Practices.

Email: admin@wisteriapsych.com
Telephone: 404-282-8846