

At Inside Passage Counseling, your privacy is important to us. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others, and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [scheduling@insidepassagecounseling.com](mailto:scheduling@insidepassagecounseling.com) here or you can telephone Inside Passage Relationship Counseling at 360-300-2123.

## **WHO ARE WE?**

Inside Passage Relationship Counseling is a collective of independent practitioners. We provide therapy services to individual adults and mature teens, couples, and families. The independent providers in our practice include specialists experienced in a wide variety of issues and concerns. The registered address is Inside Passage Relationship Counseling 1329 North State Street, #204, Bellingham, WA 98225.

## **HOW DO WE COLLECT INFORMATION FROM YOU?**

We obtain information about you when you use our website or create an account to make payments.

## **WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?**

The personal information we collect may include your name, address, email address, IP address, phone number, credit card information, and information regarding what pages are accessed and when. If you make a payment to us, the payment transaction is processed by Square.com. You can view Square's [privacy policy here](#).

Other types of information we may collect via third parties:

- **Analytics:** We use Google Analytics, which uses cookies and similar technologies to collect and analyze information about use of the Services and report on activities and trends. This service may also collect information regarding the use of other websites, apps and online resources. You can learn about Google's practices by going to [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/), and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.
- **IP Address:** Your IP address is a number that is automatically assigned to the computer that you are using by your Internet Service Provider. An IP address may be logged automatically in our server log files whenever you access the Services, along with the time of the visit and the pages visited. Collecting IP addresses is done automatically by many websites, applications and other services. We use IP addresses for purposes such as calculating usage levels, diagnosing server problems and administering the Services. We may also derive your approximate location from your IP address.
- **Using pixel tags and similar technologies:** Pixel tags (also known as web beacons and clear GIFs) may be used in connection with some Services to, among other things, track the actions of users (including email recipients), measure the success of our marketing campaigns and compile statistics about use of the Services and response rates.

## HOW IS YOUR INFORMATION USED?

We may use your information to:

- to assist with scheduling your sessions
- process and complete payments on the day of every scheduled session;
- to process payments for sessions cancelled with less than 48 hour's notice, per our cancellation policy;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;

- send you communications which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## **WHO HAS ACCESS TO YOUR INFORMATION?**

We do not share information with outside parties except to the extent necessary to complete a payment.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third-party service providers, agents subcontractors and other associated organizations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments and send you receipts). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganization, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

## **YOUR CHOICES**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our innovative products and services, then you can notify us by emailing [scheduling@insidepassagecounseling.com](mailto:scheduling@insidepassagecounseling.com) or calling 360-300-2123.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

## **HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. If you have sent us a secure credit card information form, you can access or update all your personally identifiable information by notifying Inside Passage Relationship Counseling.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

If you need to update any of the other information we hold, please call us at (360) 300-2123. We will respond to your request within a reasonable period of time upon verification of your identity in accordance with local laws. We recommend you include documents that prove your identity and a clear and precise description of the information which you request access to.

You have the right to ask for a copy of the information Inside Passage Relationship Counseling holds about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information.**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, Inside Passage Relationship Counseling has put in place appropriate physical, electronic, and managerial procedures to

safeguard and secure the information we collect online. **All pages are encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.**

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

#### **Use of 'cookies'**

**A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.**

**We use traffic log cookies to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.**

**Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.**

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **LINKS TO OTHER WEBSITES**

Our website may contain links to other websites run by other organizations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **13 OR UNDER**

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

## **TRANSFERRING YOUR INFORMATION**

If you choose to provide us with personally identifiable information, Inside Passage Relationship Counseling may transfer that information to third parties, across borders, and from your country or jurisdiction to other countries or jurisdictions around the world. If you are visiting from the European Union or other regions with laws governing data collection and use that may differ from U.S. law, please note that you are transferring your personally identifiable information to the United States which does not have the same data protection laws as the EU and by providing your personally identifiable information you consent to:

- the use of your personally identifiable information for the uses identified above in accordance with this privacy policy; and
- the transfer of your personally identifiable information to the United States as indicated above.

## **REVIEW OF THIS POLICY**

We may update this Privacy Policy from time to time to reflect changes to our information practices. If we make any material changes, we will notify

you by email (sent to the e-mail address specified in your account) or by means of a notice on our site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

This Policy was last updated on February 22, 2023.

This privacy policy is adapted from the [Better Business Bureau](#).