



Cresswell Counseling

Privacy Policy

Cresswell Counseling

Effective Date: July 1st 2026

Cresswell Counseling (“we,” “us,” or “our”) values your privacy and is committed to protecting the confidentiality and security of your personal information. This Privacy Policy explains how information is collected, used, stored, and protected when you visit the Cresswell Counseling website or communicate with us through online methods.

By accessing or using this website, you acknowledge that you have read and understand this Privacy Policy. Your continued use of this website constitutes your agreement to the practices described below.

This Privacy Policy applies to information collected through the Cresswell Counseling website and related online services. This policy does **not** replace Cresswell Counseling’s Notice of Privacy Practices, which explains how protected health information (PHI) is collected, used, and disclosed in connection with therapy services.

Information We Collect

When you visit this website, contact Cresswell Counseling, or request information about services, we may collect certain personal information, including:

- Your name
- Email address
- Phone number
- Information you provide through website contact forms, consultation requests, or scheduling inquiries
- Information included in electronic communications you send to us
- Website usage information, including IP address, browser type, device information, and pages visited

You are not required to provide personal information to browse this website. However, certain features, such as contacting Cresswell Counseling or requesting information about services, may require you to provide basic contact information.

Please do not submit confidential or sensitive health information through website forms, email, or other electronic communication methods. This includes detailed information about your mental health history, diagnoses, trauma history, or other personal health information. These methods of communication may not be fully secure and are not intended to replace conversations that occur within the therapy setting.

How and Why We Collect Information

Cresswell Counseling collects information when you voluntarily provide it to us, such as when you:

- Contact us through the website
- Request information about therapy services
- Schedule or inquire about an appointment
- Communicate with us electronically

We use this information to:

- Respond to questions and requests for information
- Schedule consultations or appointments
- Communicate regarding potential or current therapy services
- Provide information about Cresswell Counseling services
- Maintain administrative and business records
- Improve website functionality and user experience

If you become a client of Cresswell Counseling, information related to your therapy services will be handled according to applicable privacy laws, professional ethical standards, and HIPAA requirements when applicable.

Therapy Client Privacy and Protected Health Information

Information shared as part of the therapeutic relationship is considered protected health information and is handled according to applicable privacy laws, professional standards, and HIPAA requirements.

A separate **Notice of Privacy Practices** explains your rights regarding protected health information and how your information may be used or disclosed as part of your care.

This Privacy Policy applies only to information collected through this website and does not replace or modify the confidentiality protections provided within the therapist-client relationship.

Email and Electronic Communication

Email and online forms are convenient ways to contact Cresswell Counseling; however, electronic communication may not be completely secure.

By contacting Cresswell Counseling electronically, you acknowledge that there are potential privacy risks associated with electronic communication.

Please avoid including detailed personal health information through website forms or email unless specifically instructed.

If you choose to subscribe to communications from Cresswell Counseling, you may receive educational information, practice updates, or announcements. You may unsubscribe from these communications at any time using the unsubscribe option included in emails.

Website Analytics and Cookies

This website may use cookies or similar technologies to improve website performance and understand how visitors interact with the site.

These technologies may collect non-identifying information, including:

- Website traffic patterns
- Pages viewed
- Time spent on the website
- General device and browser information

This information helps us improve the website experience and does not identify you personally.

You may adjust your browser settings to refuse cookies or notify you when cookies are being used. Please note that disabling cookies may affect certain website functions.

Third-Party Services

Cresswell Counseling may use third-party services to support website operations, scheduling, communication, billing, and administrative functions. These services may collect or process information according to their own privacy policies.

Third-party services may include:

- Website hosting providers
- Electronic health record (EHR) platforms
- Appointment scheduling systems
- Payment processing services

- Website analytics tools

Cresswell Counseling takes reasonable steps to work with reputable service providers that prioritize privacy and security. However, third-party services maintain their own privacy practices, and Cresswell Counseling is not responsible for the privacy policies or practices of external websites or services.

How Your Information Is Stored and Shared

Cresswell Counseling takes reasonable administrative, technical, and physical safeguards to protect personal information collected through this website.

Information collected through this website is not sold, rented, or shared with third parties for marketing purposes.

Information may be shared only when necessary to:

- Provide requested services
- Support website or business operations
- Comply with legal or professional obligations
- Respond to lawful requests or requirements
- Protect the rights, safety, or security of individuals or the practice

Any third parties who assist with business operations are expected to maintain appropriate confidentiality and security practices.

Information Security

Cresswell Counseling uses reasonable measures to protect personal information collected through this website. These measures may include secure website technology, reputable third-party service providers, and appropriate administrative safeguards.

However, no method of internet transmission or electronic storage is completely secure. While we strive to protect your information, we cannot guarantee absolute security.

Data Retention

Cresswell Counseling retains information collected through this website only for as long as necessary to fulfill the purpose for which it was collected, comply with legal and professional obligations, maintain appropriate business records, and resolve potential disputes.

Therapy records and protected health information are maintained according to applicable laws, professional standards, and record retention requirements.

Your Privacy Rights

Depending on your relationship with Cresswell Counseling and applicable laws, you may have rights regarding your personal information, including the ability to request access, correction, or deletion of certain information collected through this website.

If you would like to update your information, ask questions about this Privacy Policy, or request information regarding your data, please contact Cresswell Counseling directly.

Third-Party Links

This website may include links to external websites or resources. These third-party websites have their own privacy policies and practices.

Cresswell Counseling is not responsible for the content, security, or privacy practices of external websites. We encourage you to review the privacy policies of any third-party websites you visit.

Children's Privacy

This website is not intended for individuals under the age of 13. Cresswell Counseling does not knowingly collect personal information from children through this website.

If you believe information has been submitted by a child through this website, please contact Cresswell Counseling so appropriate steps can be taken.

Emergency and Crisis Disclaimer

This website and electronic communication methods are not monitored continuously and should not be used for emergency or crisis situations.

If you are experiencing an emergency, call 911 or go to your nearest emergency room. You may also contact the Suicide & Crisis Lifeline by calling or texting **988**.

Changes to This Privacy Policy

Cresswell Counseling may update this Privacy Policy periodically to reflect changes in legal requirements, technology, or business practices.

Any updates will be posted on this page with a revised effective date. Your continued use of this website after changes are posted indicates your acceptance of the updated Privacy Policy.

Contact Information

If you have questions about this Privacy Policy or how your information is handled, please contact:

Cresswell Counseling

Paige McQuillan, LMSW

paige@cresswellcounseling.org

(616) 202-2249

cresswellcounseling.org