

Mindful Therapy Group

Privacy Policy for Website and SMS/Text Communications

Last Updated: 2/27/2026

1. Introduction and Scope

Mindful Therapy Group P.C., including its divisions, subsidiaries, and affiliates (“Mindful Therapy”) is committed to protecting your privacy and safeguarding your personal information. Mindful Therapy subcontracts with an affiliate company, Mindful Support Services, LLC (“MSS,” collectively with Mindful Therapy, “we,” “us,” or “MTG”), to provide a portion of its administrative services; such services may include operating the websites (“Site”) and other digital services, including any related networks, mobile applications, downloadable software, and other platforms where this Privacy Policy is posted (collectively, the “Service”).

This Privacy Policy (“Policy”) explains how we collect, use, and share information when you visit our Site or interact with our Service. This Policy applies to all visitors of our Site and users of our Service. By accessing or using the Service, you agree to the practices described in this Policy. If you do not agree, please do not use the Service.

We encourage you to review this Policy carefully and contact us if you have any questions about our privacy practices.

Notice Regarding HIPAA and PHI

This Policy does not address or apply to “protected health information” (“PHI”), which is regulated by the Health Insurance Portability and Accountability Act (“HIPAA”). MSS does not provide any medical or mental health services and is not a covered entity. MSS does act as a business associate, sub-business associate, and/or service provider to the “MTG Clinicians,” which are independent provider businesses and HIPAA covered entities participating in the Mindful Therapy Group Organized Health Care Arrangement. This Policy supplements the MTG Clinicians’ HIPAA [Notice of Privacy Practices](#), which governs how we handle PHI. For more information, see the [Notice of Privacy Practices](#) for the individual providers, available [HERE](#).

Notice Regarding Consumer Health Data

This Policy does not address or apply to “Consumer Health Data” subject to the Washington State My Health My Data Act and similar state laws. Please read the Consumer Health Data Privacy Notice that supplements this Policy.

2. What Personal Information is Collected About You

“Personal Information” is information that individually identifies, relates to, describes, or is reasonably capable of being associated with or linked to you, such as your mobile phone number , as well as the any Personal Information that you choose to include in messages you send through the Service.

The categories of Personal Information we collect may include:

- *Contact Information* – If you submit an inquiry or provide information on or through our Site, we may collect your contact information including your name, mailing address, email address, and phone number.
- *Usage Information* – When you use our Site, we may automatically record information, including your Internet Protocol address (IP Address), geolocation of your device, browser type, referring URLs (e.g., the website you visited before coming to our Site), domain names associated with your internet service provider, and any other information regarding your interaction with our Site.
- *Employment Information* – If you apply for employment with us, we will collect Personal Information related to your potential employment, including your current licensure level, geographic region, contact information, and any other information included in your resume or application.
- *Communication Information* – We may collect Personal Information contained within your communications with us via email, chat functionality, social media, telephone, text, or otherwise, and in certain cases we may use third-party service providers to do so. Where permitted by applicable law, we may collect and maintain records of calls and chats with our agents, representatives, or employees via message, chat, post, or similar functionality.

3. How We Collect Your Information

- *Directly From You* – We collect Personal Information that you provide to us directly, for example, if you choose to contact us, request information from us, file a formal complaint, or otherwise utilize our Site.
- *From Third Parties* – We may collect Personal Information from third parties, including but not limited to business partners, advertising networks, social networks, data analytics providers, mobile device providers, Internet or mobile service providers, recruiters and job application portals, and background check providers.
- *Through Online Tracking Technologies* – We use cookies and similar technologies to collect Personal Information automatically as you navigate our Site. For additional information regarding our use of these technologies, see the Cookies and Tracking Technologies section below.

Cookies and Tracking Technologies

We use cookies and similar technologies to support the essential functionality of our website and to enhance your user experience. These technologies help ensure that our site operates smoothly,

remembers your preferences, and delivers content in a way that is accessible and relevant to your needs.

We also use cookies to store referral source session identifiers for marketing attribution and performance tracking. This allows us to understand how users arrive at our site and how they interact with our content, helping us improve our outreach and service offerings.

What We Do:

- Use cookies for session management, accessibility, and user interface customization.
- Use third party providers to enable certain customer interaction opportunities, content delivery, or other service capabilities. For example, we use Google Fonts to serve fonts on our Site. For more information about how Google collects and uses your data, visit [Google's Privacy Policy](#).
- Enhance our customer interactions by offering features like Google Maps to locate our various locations. These offerings are governed by the terms, conditions, and policies of the underlying service provider. For example, please see Google Maps/Google Earth Terms of Service and Google's Privacy Policy for more information on how that feature operates.
- Store referral source session identifiers to measure the effectiveness of our marketing campaigns
- Use a third-party service to scrub session data and ensure that only the minimum necessary information is relayed for attribution purposes
- Allow or enable third parties to collect limited Personal Information and anonymized data to provide their interest-based advertising on behalf of our products and services, or their own. Interest-based advertising occurs when advertisements are shown to you based on information collected from your online interactions over time and across multiple websites, devices, or online services that you visit or use. Some companies may engage in cross-context behavioral advertising to predict your preferences and show you advertisements that are most likely to be of interest or relevant to you. We do not control these third parties' collection or use of your information for these purposes, or the opt-out options they may individually offer you via their terms, conditions, and privacy policies. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. An example of a third-party service provider we engage to serve interest-based advertisements includes Google Tag.

What We Don't Do:

- We do not use cookies for behavioral advertising
- We do not share cookie data about your behavior or activity on our site with third parties for their own marketing or analytics purposes
- All systems that handle PHI are separate from general website browsing activity. Our use of cookies is designed to comply with applicable privacy regulations, including HIPAA. For more information on how handle PHI, see the [Notice of Privacy Practices](#) for the individual providers participating in the Mindful Therapy Group Organized Health Care Arrangement, available [HERE](#).

Cookie Choices

By continuing to use our website, you consent to our use of cookies for these limited purposes. To manage your preferences with respect to these technologies, you can:

- Adjust your browser settings to disable cookies, but doing so may affect the functionality of certain parts of our site.
- Block the collection and use of your information by online platforms and ad tech companies for the purpose of serving interest-based advertising by visiting the opt out pages of the self-regulatory programs of which those companies are members: National Advertising Initiative and Digital Advertising Alliance (or the European Interactive Digital Advertising Alliance, if you are located in the European Economic Area). Please note that even if you opt out of interest-based advertising, you may still see “contextual” ads which are based on the context of what you are looking at on the websites and pages you visit.
- Review and execute any provider-specific instructions to customize your preferences or opt-out of certain processing, including interest-based advertising, by third party service providers. For example, to opt-out of this type of advertising by Google, customize your ad preferences, or limit Google’s collection or use of your data, visit Google’s Safety Center and Google’s Ad Settings and follow Google’s personalized ad opt-out instructions.

4. How We Use Your Information

To the extent permitted by applicable law, we use Personal Information to:

- Provide you with Services in accordance with our [Terms and Conditions](#).
- Manage scheduling, appointment reminders, billing reminders, payment collections, and other service-related communications.
- Process and respond to inquiries.
- Improve our services.
- Inform you of appointment openings.
- If necessary, contact you with important announcements or messages such as weather impacts or other service outages.
- Provide, personalize, optimize, and improve our Site
- Comply with legal obligations, or for security or safety reasons, such as protecting our and our users’ safety, property, or rights; enforcing our terms, conditions, and policies; detecting, preventing, and responding to security incidents; and protecting against malicious, deceptive, fraudulent, or illegal activity.
- send marketing and advertising, including using your information to send you messages, notices, newsletters, surveys, promotions, or event invitations.
- Disclose as part of a corporate transaction, such as in connection with the sale of part or all of our assets or business, the acquisition of part or all of another business or another business’ assets, or another corporate transaction, including bankruptcy.
- Fulfill any other purpose for which you provide it, including purposes described when you provide the information or give your consent.

If you are applying for employment with us, we also use Personal Information to process your job application, to verify the information you have provided in your application, conduct interviews, perform background and reference checks, to communicate with you and answer your questions, to confirm your eligibility for employment, and improve our recruiting processes. We may also save your Personal Information for future employment opportunities with us.

Each message that you send through the Service (either to us or to other users of the Service) is stored on servers and services owned by third parties.

We do not sell, rent, or share your personal information—including your email address or mobile number—for any purpose unrelated to our operations.

Email Communications

We are committed to maintaining the privacy and trust of all individuals who interact with us, including through email communications. We send emails for both transactional and marketing purposes, and we comply with all applicable laws and regulations, including the CAN-SPAM Act.

Transactional Emails

These include messages related to:

- Appointment confirmations and reminders
- Billing statements and payment notifications
- Updates regarding your care or provider availability
- Compliance-related notices and disclosures

These communications are essential to the delivery of our services and are sent regardless of marketing preferences.

Marketing Emails

With your consent, we may also send you:

- Newsletters and wellness tips
- Service updates and new offerings
- Promotions or events related to mental health care
- You may opt out of marketing emails at any time by clicking the “unsubscribe” link at the bottom of any marketing message or by contacting us directly.

Our Commitments

- We clearly identify all marketing emails as such.
- We honor opt-out requests promptly and without penalty.
- We do not share your email address with third parties for their marketing purposes.

By providing your email address to us, you acknowledge and agree to receive communications in accordance with this Policy.

Patient SMS/Text Messaging

Our SMS/Text Messaging Policy (“SMS Policy”) governs how we treat the Personal Information that we collect and receive from you in connection with your use of the SMS/Text Messaging Service (“SMS Service”), which we make available to you through a third-party service provider. The SMS Policy is incorporated into and forms part of our [Terms and Conditions](#).

Through the use of the SMS Service, MTG will receive the following information from our third-party service provider:

- Your mobile phone number when you send a text message to us.
- Message content: text and media content shared through SMS communication.
- Any user or screen name that you select in connection with the SMS Service.
- Any comments or feedback regarding the SMS Service that you send to us.
- Any other information you provide during SMS interactions.

Such data is collected solely for the purpose of delivering the SMS Services. We do not share your phone number with third parties except as noted in the SMS Policy, unless we have obtained explicit consent.

By accessing or using the SMS Service, you agree that you have read and understood, and, as a condition to your use of the SMS Service, you agree to be bound by the SMS Policy and the [Terms and Conditions](#).

5. Disclosure of Your Information

We will not rent or sell your Personal Information to other companies or individuals. We may use or disclose such information in any of the following limited circumstances:

- We have your consent, or for the purposes for which you disclosed the Personal Information to us as indicated at the time and point of the disclosure (or as was obvious at the time and point of disclosure).
- We need to enforce our [Terms and Conditions](#).
- We provide such information to trusted service providers, businesses or persons for the sole purpose of processing Personal Information to support our business, on our behalf. If you are applying for a job with us, this may include service providers such as background check providers and human resource providers. When this is done, it is subject to agreements that oblige those parties to process such information only on our instructions and in compliance with this Privacy Policy and appropriate confidentiality and security measures.
- We provide such information to a company controlled by, or under common control with, MTG for any purpose permitted by this Privacy Policy.
- We respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights, or the legal rights of others, or defend against legal claims, or otherwise protect the rights, property, or safety of MTG, its employees and clients, or the public against harm.

- We believe it is necessary to share Personal Information to investigate, detect, prevent, or otherwise respond to or take action regarding illegal activities, suspected fraud, security or technical concerns, situations involving potential threats to the physical safety of any person, violations of MTG's [Terms and Conditions](#), support auditing and compliance functions, or as otherwise required by law, regulation, legal process, or enforceable governmental request.
- We transfer Personal Information about you if MTG is, or its assets are, acquired by or merged with another company, or any other transaction involving a change of control in our business, including but not limited to, a bankruptcy or similar proceeding. Where legally required, we will give you notice prior to such disclosure.

We may share aggregated information (e.g. the number of people who used the Service in a given month or the total number of texts sent in a given week) with others without restriction or further notice.

6. How We Protect Your Information

We use commercially reasonable measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure as we manage and transmit data. Access to personal information is restricted to authorized personnel and trusted service providers who require it to perform essential business functions. These providers are contractually obligated to:

- Use your information only as instructed by us
- Maintain strict confidentiality and security standards
- Sign a Business Associate Agreement (BAA) when handling PHI

Data Security

We take the privacy and security of your personal information seriously. We implement administrative, technical, and physical safeguards to protect the data you share with us through our website, email communications, and SMS/text messaging services.

SMS-Specific Considerations

While we use privacy-conscious vendors for SMS delivery, text messages travel through third-party networks (such as mobile carriers) that we do not control. As such, SMS should be used only for non-clinical, administrative purposes. Messages should not include PHI, diagnoses, or treatment details. SMS is not a secure channel for urgent or emergency communication.

Email and Website Considerations

Emails sent from us may include appointment details or service updates, but we avoid including sensitive health information unless encrypted or otherwise secured. Our website uses secure protocols

(HTTPS) and limited url parameters to support functionality and user experience. Any data collected through forms or interactions is stored securely and used only for its intended purpose.

Limitations

While we take every reasonable precaution to protect your data, no system is completely secure. We cannot guarantee the security of Personal Information during its transmission or its storage on our systems. We encourage users to avoid sharing sensitive information via unsecured channels and to contact us directly with any privacy concerns.

7. Data Retention

We retain Personal Information only for as long as necessary to fulfill the purposes for which it was collected, including to provide our Service, maintain accurate records, comply with legal obligations, resolve disputes, and enforce our agreements.

We categorize data retention based on the type of information and its intended use:

- Transactional and operational data (e.g., appointment history, billing records) is retained in accordance with applicable healthcare regulations and internal compliance policies.
- Communication records (e.g., SMS, email, and chat logs) are retained to support service continuity, audit trails, and legal documentation requirements.
- Marketing and website interaction data (e.g., referral source session identifiers, cookie preferences) is retained only as long as necessary to fulfill attribution and performance tracking needs, and is scrubbed of any personally identifiable or protected health information.
- Any information will be retained for as long as needed to comply with our legal obligations, resolve disputes, and enforce any agreements.
- All data is stored securely using infrastructure meeting HIPAA standards and is subject to strict access controls. When data is no longer needed, we dispose of it securely in accordance with industry standards and applicable laws, including HIPAA, CAN-SPAM, and state-specific privacy regulations.

If you have questions about how long your information is retained or would like to request deletion of certain data, please contact us using the information provided in the “Contact Us” section of this policy.

8. Third-Party Services and Websites

Mindful Therapy partners with select third-party service providers, such as MSS, to support the delivery of our administrative, technical, and clinical operations. These partners may assist with services such as electronic health record (EHR) management, appointment scheduling, billing, secure messaging, and marketing attribution.

To ensure the privacy and security of your information, MTG only engages third-party vendors who meet strict data protection standards and who are contractually bound to comply with applicable privacy laws, including HIPAA.

Any third party that may access, transmit, or store PHI on our behalf is required to sign a Business Associate Agreement (BAA).

In some cases, MTG's business associates may engage subcontractors to perform specific services. These subcontractors are also required to enter into agreements that mirror the obligations of the primary business associate. This layered approach ensures that PHI is protected throughout the entire service chain.

For more information, see the [Notice of Privacy Practices](#) for the individual providers participating in the Mindful Therapy Group Organized Health Care Arrangement, available [HERE](#).

Links to Third-Party Websites

We are not responsible for the practices employed by any websites or services linked to or from our Site, including the information or content contained within them. We encourage you to investigate and ask questions before disclosing Personal Information to third parties, since any Personal Information disclosed will be handled in accordance with the applicable third party's privacy policy.

In some cases, we offer links to social media platforms (like Facebook, Instagram, and YouTube) that enable you to easily connect with us or share information on social media. Any content you post via these social media pages is subject to the terms and privacy notices for those platforms. For more information about how YouTube collects and processes Personal Information, for example, please see [Google's Privacy Policy](#).

9. Exercising Your Privacy Rights

Depending on where you live, you may have the right to exercise certain controls and choices, such as the ability to access, correct, or delete your Personal Information or opt out of certain processing regarding your Personal Information. If you believe you may have the right to exercise certain controls and choices, please submit a request to privacy@mindfultherapygroup.com. Please note that we may need to verify your identity before considering a request and that we may deny certain requests, or only fulfill some in part, as permitted or required by law.

To opt out of marketing emails, please follow the instructions included in the email or text correspondence. Please note that, even if you unsubscribe from certain correspondence, we may still need to contact you with important transactional or administrative information, as permitted by law.

You will not be discriminated against in any way by virtue of your exercise of the rights listed in this Policy. However, if you choose not to provide certain Personal Information, we may be unable to provide some, or all, of our services to you.

We do not charge a fee to process or respond to your requests unless they are excessive or repetitive. If we determine that a request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. We may deny certain requests, or only fulfill some in part, as permitted or required by law. If you are not satisfied with the resolution of your request and you are afforded a right to appeal such decision, you will be notified of our appeal process in our response to your request.

10. Miscellaneous

Children's Privacy

We do not knowingly collect or solicit any Personal Information from children, as defined under applicable law, without verified written parental consent, and we have no actual knowledge of selling such Personal Information of minors under 13 years of age. If we learn that we have collected Personal Information from a child, we will promptly take steps to delete that information. If you believe we might have any information from or about a child, please contact us at privacy@mindfultherapygroup.com.

International Users

If you are visiting our Site from outside of the United States, please note that our Site is hosted in the United States. Where permitted by applicable law, we may transfer the personal data we collect about you to the United States and other jurisdictions that may not be deemed to provide the same level of data protection as your home country, as necessary for the purposes set out in this Policy.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the effective date will be updated. We recommend reviewing this page regularly to stay informed about how we protect your information. If we make material changes to how we treat Personal Information, we will notify you according to applicable law. You are otherwise responsible for periodically visiting this Policy to check for any changes.

Contact Us

If you have any questions about our practices or this Policy, please contact us at privacy@mindfultherapygroup.com.
