

Open Sky Counseling

Privacy Policy

Effective Date: [April 2026] | Last Updated: [April 2026]

1. Introduction

Open Sky Counseling ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard information obtained through our website (the "Site"). This policy applies to visitors and prospective clients who use our website and does not govern the collection or use of information in the context of the therapeutic relationship, which is governed by a separate Notice of Privacy Practices provided at the start of services.

By using this website, you agree to the practices described in this Privacy Policy. If you do not agree, please do not use this Site.

2. Information We Collect

Information you provide voluntarily

We may collect personal information that you voluntarily provide when you:

- Complete a contact or inquiry form
- Send us an email or call us
- Schedule a consultation through our website

This information may include your name, email address, phone number, and any details you choose to share in your message. We encourage you to avoid sharing sensitive health or mental health information through our website contact forms, as these are not secured at the level required for protected health information (PHI) under HIPAA.

Automatically collected information

When you visit our Site, certain information may be collected automatically through cookies and similar technologies, including:

- Your IP address and general geographic location
- Browser type and operating system
- Pages visited and time spent on each page
- Referring website or search terms used to find our Site

This information is used to understand how visitors use our website and to improve the Site's functionality and content.

3. How We Use Your Information

We use the information we collect for the following purposes:

- To respond to your inquiries and schedule consultations
- To provide information about our services
- To improve our website and user experience
- To comply with applicable legal and regulatory obligations

We do not use your information for marketing purposes without your explicit consent, and we do not sell your personal information to third parties under any circumstances.

4. Important Notice Regarding Health Information and HIPAA

Open Sky Counseling is a HIPAA-covered entity. However, this website is a general informational site and is not a secure, HIPAA-compliant communication channel. Please do not submit protected health information (PHI) — including details about symptoms, diagnoses, medications, or treatment history — through this website's contact forms or email links.

Once you become a client, all clinical communication and records are handled through our HIPAA-compliant electronic health record system and are governed by a separate Notice of Privacy Practices, which you will receive before services begin.

5. Texas Privacy Rights and Applicable Law

As a counseling practice based in Texas, we are subject to applicable Texas state law governing the privacy of personal and health-related information, including:

[Texas Health & Safety Code – Mental Health Records](#)

Texas law provides strong protections for mental health records. Under the Texas Health & Safety Code § 611, communications between a mental health professional and a client are confidential and may not be disclosed without written consent, except in limited circumstances prescribed by law (such as risk of harm to self or others, abuse reporting obligations, or court orders). These protections apply to your clinical records, not to general website contact information.

[Texas Business & Commerce Code](#)

We comply with applicable Texas data privacy requirements. We implement reasonable security measures to protect personal information collected through this Site against unauthorized access, disclosure, or misuse.

[Texas Breach Notification](#)

In the event of a data breach affecting your personal information, we will notify you in accordance with the Texas Identity Theft Enforcement and Protection Act, which requires notification as expeditiously as possible and generally within a reasonable timeframe after discovery of the breach.

6. Cookies and Tracking Technologies

Our website may use cookies — small text files stored on your device — to improve your browsing experience and gather analytics data. You may adjust your browser settings to refuse cookies; however, some features of the Site may not function properly if cookies are disabled.

We do not use cookies to collect sensitive personal or health information.

7. Third-Party Services

Our website may contain links to third-party websites, such as scheduling platforms or payment processors. We are not responsible for the privacy practices of those third-party services, and we encourage you to review their privacy policies before providing any personal information. Any scheduling or payment platforms we use are selected with privacy and security in mind.

8. Children's Privacy

This website is not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13 through this Site. If you believe we have inadvertently collected such information, please contact us so we may delete it promptly.

9. Data Security

We take reasonable administrative, technical, and physical measures to protect the personal information collected through this Site. However, no method of electronic transmission or storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security of data transmitted via this website.

For any sensitive communication, please contact us by phone or through our secure client portal once you have been onboarded as a client.

10. Data Retention

We retain personal information collected through this Site only as long as necessary to fulfill the purposes described in this policy, or as required by law. Inquiries and contact form submissions that do not result in an ongoing client relationship are deleted within a reasonable period after the inquiry is resolved.

11. Your Rights

You have the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information, subject to any legal retention requirements
- Opt out of any future marketing communications

To exercise any of these rights, please contact us using the information provided in Section 13 below.

12. Telehealth and Online Services

If you engage in telehealth services through platforms linked from or recommended by our website, please note that those platforms are governed by their own privacy policies. We use only HIPAA-compliant telehealth platforms for clinical services. More information about the platforms we use will be provided as part of your informed consent documentation at the start of services.

13. Contact Us

If you have questions, concerns, or requests related to this Privacy Policy, please contact us at:

Open Sky Counseling

Dallas, Texas

469-751-7292

lillian.park@myopenskycounseling.com

14. Updates to This Policy

We reserve the right to update this Privacy Policy at any time. When we do, we will revise the "Last Updated" date at the top of this page. We encourage you to review this policy periodically to stay informed about how we are protecting your information. Continued use of the Site following any updates constitutes your acceptance of the revised policy.

Legal Disclaimer

This Privacy Policy was prepared for informational purposes and reflects general best practices for a Texas-based counseling practice. It is not legal advice. Open Sky Counseling recommends consulting with a licensed Texas attorney familiar with healthcare privacy law to review and finalize this policy before publishing it on your website.