



Michelle F. Moseley Counseling, PLLC

TeleMental Health Services in North Carolina

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- A name and contact information if you complete our Contact Form .
- A name and contact information if you complete an Interest Form for an upcoming group or event.
- A name and email address if you choose to sign up for our Monthly Newsletter.

Please note that the information above (“Personal Data”) that you are giving us is voluntary, and by providing this information to use you are giving consent for us to use, collect, and process this Personal Data. You are welcome to request for us to delete your Personal Data at any time by contacting us at owner@michellefmoseley.com

If you choose not to provide us with certain Personal Data, you may not be able to participate in certain aspects of the Website or its content.

OTHER INFORMATION WE MAY COLLECT

ANONYMOUS DATA COLLECTION AND USE: To maintain the Website’s high quality, we may use your IP address to help diagnose problems with our server and to administer the Website by identifying which areas of the Website are most heavily used, and to display content according to your preferences. Your IP address is the number assigned to computers connected to the internet. This is essentially “traffic data” which cannot personally identify you, but is helpful to us for marketing purposes and for improving our services. Traffic data collection does not follow a user’s activities on any other websites in any way. Anonymous traffic data may also be shared with business partners or advertisers on an aggregate basis.

USE OF “COOKIES”: We may use the standard “cookies” feature of major web browsers. We do not set any personally identifiable information in cookies, nor do we employ any data-capture mechanisms on the Website other than cookies. You may choose to disable cookies through your own web browser’s settings; however, disabling this function may diminish your experience on the Website and some features may not work as intended.

WHAT WE DO WITH INFORMATION WE COLLECT

- Contact You – We may contact you via the information you provide to us based on these lawful grounds for processing:
 - Consent: We may contact you if you give us clear, unambiguous, affirmative consent to contact you. This may include completing a Contact Form or Interest Form to request follow-up, or signing up for our Monthly Newsletter.
 - Contract: We will contact you under our contractual obligation to deliver services you purchase from us.
 - Legitimate Interest: We may contact you if we feel you have legitimate interest in hearing from us. For example, if you complete an Interest Form or contact us expressing interest in a particular topic, we may send you further information on said topic. You will always have the option to opt out of any or our emails.
- Share with Third Parties – We may share your information with trusted third parties, such as our newsletter provider, in order to contact you via email.

VIEWING BY OTHERS

Note that whenever you voluntarily make your Personal Data available for viewing by others online through the Website or its content, it may be seen, collected, and used by others. Therefore, we cannot be responsible for any unauthorized or improper use of the information that you voluntarily share (i.e sharing a comment on a social media post, sharing details in a group therapy setting, etc.)

SUBMISSION, STORAGE, SHARING, AND TRANSFERRING OF PERSONAL DATA

Personal Data that you provide to us is stored internally or through a data management system. Your Personal Data will only be accessed by those who help to obtain, manage, or store that information, or who have legitimate need to know such Personal Data (i.e. our hosting provider, newsletter provider, or team members, etc.)

DATA RETENTION

We retain your personal data for the minimum amount of time necessary to provide you with the information and/or services that you requested from us. We may retain certain Personal Data for longer periods of time, if necessary, for legal, contractual, ethical, and accounting obligations.

CONFIDENTIALITY

We aim to keep the Personal Data that you share with us via the Website confidential. Please note that we may disclose such information if required to do so by law or in the good-faith belief that: 1) such action is necessary to protect and defend our rights or property or those of our users, 2) to act as immediately necessary in order to protect the personal safety or rights of our users or the public, or 3) to investigate or respond to any real or perceived violation of this Privacy Policy or of our Website Disclaimer.

NOTE: This confidentiality policy applies to information collected via the Website. Confidentiality within an established therapist-client relationship adheres to the ACA Ethical Code and will be discussed prior to beginning therapy sessions.

PASSWORDS

The use of the Client Portal, which is linked from the Website, by established therapy clients requires a password. You are responsible for maintaining the confidentiality of your username and password for the Client Portal. You are responsible for all activities, whether by you or by others, that occur under your username and password and within your Client Portal account. We cannot and will not be liable for any loss or damage arising from your failure to protect your username, password, and account information. If you share your username and password with others, they may be able to obtain access to your Personal Data at your own risk.

HOW YOU CAN ACCESS, UPDATE, OR DELETE YOUR PERSONAL DATA

You have the right to:

1. Request information about how your Personal Data is being used and request a copy of what Personal Data we use.
2. Restrict processing if you think Personal Data is not accurate, unlawful, or no longer needed.
3. Rectify or erase Personal Data and receive confirmation of the rectification or erasure. Note, the erasure of Personal Data for those who have a therapist-client relationship will be guided by the ACA Code of Ethics in regards to maintaining data for 7 years after termination of the therapist-client relationship.
4. Withdraw your consent at any time in regards to the processing of your Personal Data.
5. Lodge a complaint with a supervisory authority if you feel are using your Personal Data unlawfully.
6. Object to our use of your Personal Data.
7. Not to be subject to an automated decision based solely on automatic processing, including profiling, which legally or significantly affects you.

UNSUBSCRIBE

You may unsubscribe from our e-mail newsletters at any time through the 'unsubscribe' link in the footer of all email newsletter communications. If you have any questions, or experience problems in your attempts to unsubscribe, please contact us at owner@michellefmoseley.com

SECURITY

We take all reasonable steps to protect the Personal Data you provide to us from misuse, disclosure, or unauthorized access. We only share your Personal Data with trusted third parties who use the same level of care in processing your Personal Data as we do. However, we cannot guarantee that your Personal Data will always be secure due to technology or security breaches beyond our control. Should there be a data breach of which we are aware, we will inform you immediately.

ANTI-SPAM POLICY

We have a no spam policy and provide you with the ability to opt-out of our communications by selecting the 'unsubscribe' link in the footer of our email newsletter. We have taken necessary steps to ensure that we are compliant with the CAN-SPAM Act of 2003 by never sending out misleading information. We limit our emails to 1-2 per month, and only send them when you have provided consent to receive them. We will not sell, rent, or share your email address.

THIRD PARTY WEBSITE

We may link to other websites on the Website. We have no responsibility or liability for the content and activities of any other individual, company, or entity whose website or materials may be linked on the Website or in its content. Therefore, we cannot be held liable for the privacy of information on their website or that you voluntarily share with their website. Please review their privacy policies for guidelines as to how they store, use, and respect the privacy of your Personal Data.

CHILDREN'S ONLINE PRIVACY PROTECTION ACT COMPLIANCE

We do not knowingly collect any information from anyone under the age of 18, in compliance with COPPA (Children's Online Privacy Protection Act). The Website and its contents are directed toward individuals who are 18 or older.

NOTIFICATION OF CHANGES

We may use your Personal Data, such as your contact information, to inform you of changes to the Website or its content, or, if requested, to send you additional information about our services. We reserve the right, at our sole discretion, to change, modify, or otherwise alter the Website, its content, and this Privacy Policy at any time. Such changes and/or modifications shall become effective immediately upon posting our updated Privacy Policy. Please review this Privacy Policy periodically. Continued use of any information obtained through the Website or its content following the posting of changes and/or modifications constitutes acceptance of the revised Privacy Policy.

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