



Privacy Policy

Policy Statement:

Intersection Therapy & Advocacy values your privacy and is committed to ensuring the confidentiality and protection of your personal information, in accordance with local laws and ethical requirements. This privacy policy outlines our commitment to safeguarding your data and explains in detail how we collect, use, and protect your information.

Information We Collect:

We collect various types of personal information from clients for the purpose of providing effective therapy services and maintaining accurate records. The information we collect may include:

- **Client Contact Information:** This includes names, addresses, phone numbers, email addresses, and emergency contact details. This information is crucial for communication and appointment scheduling.
- **Demographic Information:** We may request demographic data, such as age, gender, ethnicity, or cultural background, as it can help us provide culturally competent and personalized therapy services.
- **Clinical Information:** Information shared during therapy sessions is documented to facilitate effective treatment. This includes details about the nature of the issues discussed, treatment plans, and progress notes. Your therapist uses this information to tailor your therapy sessions and track your progress.
- **Billing and Insurance Information:** If applicable, we may collect financial information for billing purposes, such as insurance details or payment records. This information is necessary for processing payments and interacting with insurance providers.

How We Use Your Information:

We use the information we collect for the following purposes:

- **Providing Therapy Services:** Your clinical information is used to assess your needs, develop personalized treatment plans, and conduct therapy sessions effectively.
- **Communication:** We use your contact information to communicate with you about appointments, billing, and other therapy-related matters. This ensures seamless and timely communication between you and your therapist.
- **Billing and Insurance:** If applicable, your billing and insurance information is used for processing payments, preparing invoices, and interacting with insurance companies to facilitate claims.



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- **Legal and Ethical Requirements:** In some cases, we may be required by law or ethical obligations to disclose certain information. This includes situations where there is a risk of harm to yourself or others or as part of a legal proceeding.
- **Quality Improvement and Research:** We may use aggregated, de-identified data for quality improvement, research, or statistical analysis to enhance our therapy services and contribute to the field of mental health. Data collected by Intersection Therapy & Advocacy will never be used for research or statistical analysis without your explicit and written consent.

Data Protection:

We prioritize the security of your data and have implemented the following measures to protect your information:

- **Confidentiality:** All information shared during therapy sessions is held in strict confidence. Therapists and staff are bound by legal and ethical obligations to maintain your privacy.
- **Access Control:** Access to your personal information is restricted to authorized personnel only. We enforce strict access controls to ensure that your data remains confidential.
- **Data Encryption:** We employ state-of-the-art encryption technology through our third-party service provider (Jane App) to secure data during transmission and storage, protecting your information from unauthorized access. See Third Parties section below for more information.
- **Physical Security:** Our physical premises are secured to prevent unauthorized access to physical records, ensuring the safety of your data.

Your Rights:

As a client of Intersection Therapy & Advocacy, you have specific rights regarding your personal information:

- **Access:** You have the right to request access to your records and the information we hold about you. We will provide you with a copy of your records upon request.
- **Correction:** You can request corrections to any inaccurate or incomplete information in your records. We will promptly update your records with the corrected information.
- **Withdrawal of Consent:** You have the right to withdraw your consent for the collection or use of your information. However, please be aware that this may affect the provision of therapy services. There may be additional legal or ethical requirements for record keeping. See our Record Keeping policy for more information.



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Third Parties:

We do not share your personal information with third parties without your explicit consent, except as required by law or for authorized purposes directly related to your treatment.

For record storage, our chosen third-party provider, Jane App, is committed to protecting patient data. Jane App's privacy and security policies are in place to safeguard your information. You can learn more about Jane App's policies by visiting the following link: [Jane App Privacy and Security Policies](#). This addition informs clients of the third-party storage provider and provides a link for clients to review Jane App's privacy and security policies for further assurance of the security of their records. Intersection Therapy & Advocacy reserves the right to change third-party storage provider without notice.

Website-Specific Privacy Policy (www.intersectiontherapy.ca):

It is Intersection Therapy & Advocacy's policy to respect your privacy regarding any information we may collect while operating our websites. Intersection Therapy & Advocacy operates www.intersectiontherapy.ca and may operate other websites.

Protection of Certain Personally-Identifying Information

Intersection Therapy & Advocacy discloses potentially personally-identifying and personally-identifying information only to those of its employees, contractors and affiliated organizations that (i) need to know that information in order to process it on Intersection Therapy & Advocacy's behalf or to provide services available at Intersection Therapy & Advocacy's websites, and (ii) that have agreed not to disclose it to others. Some of those employees, contractors and affiliated organizations may be located outside of your home country; by using Intersection Therapy & Advocacy's websites, you consent to the transfer of such information to them. Intersection Therapy & Advocacy will not rent or sell potentially personally-identifying and personally-identifying information to anyone. Other than to its employees, contractors and affiliated organizations, as described above, Intersection Therapy & Advocacy discloses potentially personally-identifying and personally-identifying information only in response to a subpoena, court order or other governmental request, or when Intersection Therapy & Advocacy believes in good faith that disclosure is reasonably necessary to protect the property or rights of Intersection Therapy & Advocacy, third parties or the public at large.

If you are a registered user of the Intersection Therapy & Advocacy website and have supplied your email address, Intersection Therapy & Advocacy may occasionally send you an email to tell you about new features, solicit your feedback, or just keep you up to date with what's going on with Intersection Therapy & Advocacy and our products. If you send us a request (for example via email or via one of our feedback mechanisms), we reserve the right to publish it in order to help us clarify or respond to your request or to help us support other users. Intersection Therapy & Advocacy takes all measures reasonably necessary to protect against the unauthorized access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.



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Website Visitors

Like most website operators, Intersection Therapy & Advocacy's website hosting software collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Intersection Therapy & Advocacy's purpose in collecting non-personally identifying information is to better understand how Intersection Therapy & Advocacy's visitors use its website. From time to time, Intersection Therapy & Advocacy may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website.

Intersection Therapy & Advocacy also collects potentially personally-identifying information like Internet Protocol (IP) addresses for logged in users and for users leaving comments, where applicable, on www.intersectiontherapy.ca sites. Intersection Therapy & Advocacy only discloses logged in user and commenter IP addresses under the same circumstances that it uses and discloses personally-identifying information as described below, except that commenter IP addresses and email addresses are visible and disclosed to the administrators of the site where the comment was left.

Responsibility of Website Visitors

Intersection Therapy & Advocacy has not reviewed, and cannot review, all of the material, including computer software, posted to www.intersectiontherapy.ca, and cannot therefore be responsible for that material's content, use or effects. By operating www.intersectiontherapy.ca, Intersection Therapy & Advocacy does not represent or imply that it endorses the material there posted, or that it believes such material to be accurate, useful or non-harmful. You are responsible for taking precautions as necessary to protect yourself and your computer systems from viruses, worms, Trojan horses, and other harmful or destructive content. www.intersectiontherapy.ca may contain content that is offensive, indecent, or otherwise objectionable, as well as content containing technical inaccuracies, typographical mistakes, and other errors. www.intersectiontherapy.ca may also contain material that violates the privacy or publicity rights, or infringes the intellectual property and other proprietary rights, of third parties, or the downloading, copying or use of which is subject to additional terms and conditions, stated or unstated. Intersection Therapy & Advocacy disclaims any responsibility for any harm resulting from the use by visitors of www.intersectiontherapy.ca, or from any downloading by those visitors of content there posted.

Gathering Of Personally-Identifying Information

Certain visitors to Intersection Therapy & Advocacy's websites choose to interact with Intersection Therapy & Advocacy in ways that require Intersection Therapy & Advocacy to gather personally-identifying information. The amount and type of information that Intersection Therapy & Advocacy gathers depends on the nature of the interaction. For example, we ask visitors who sign up at www.intersectiontherapy.ca to submit information through our client intake form. Those who engage in transactions with Intersection Therapy & Advocacy are asked to provide additional information, including as necessary the personal and financial information required to process those transactions. In each case, Intersection Therapy & Advocacy collects such information only insofar as is necessary or



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appropriate to fulfill the purpose of the visitor's interaction with Intersection Therapy & Advocacy. Intersection Therapy & Advocacy does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.

Aggregated Statistics

Intersection Therapy & Advocacy may collect statistics about the behavior of visitors to its websites. Intersection Therapy & Advocacy may display this information publicly or provide it to others. However, Intersection Therapy & Advocacy does not disclose personally-identifying information other than as described below.

Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Intersection Therapy & Advocacy uses cookies to help Intersection Therapy & Advocacy identify and track visitors, their usage of Intersection Therapy & Advocacy's website, and their website access preferences. Intersection Therapy & Advocacy visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Intersection Therapy & Advocacy's websites, with the drawback that certain features of Intersection Therapy & Advocacy's websites may not function properly without the aid of cookies.

Business Transfers

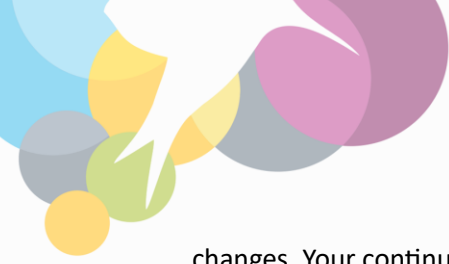
If Intersection Therapy & Advocacy, or substantially all of its assets, were acquired, or in the unlikely event that Intersection Therapy & Advocacy goes out of business or enters bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of Intersection Therapy & Advocacy may continue to use your personal information as set forth in this policy.

Ads

Ads appearing on any of our websites may be delivered to users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This Privacy Policy covers the use of cookies by Intersection Therapy & Advocacy and does not cover the use of cookies by any advertisers.

Privacy Policy Changes

Although most changes are likely to be minor, Intersection Therapy & Advocacy may change its Privacy Policy from time to time, and in Intersection Therapy & Advocacy's sole discretion. Intersection Therapy & Advocacy encourages visitors to frequently check this page for any changes to its Privacy Policy. If you have a www.intersectiontherapy.ca account, you might also receive an alert informing you of these



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changes. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.

Disclaimer

The information on this website is designed for educational purposes only. It is not intended to be a substitute for informed medical or psychological advice or medical or psychological care. You should not use this information to diagnose or treat any mental health problems or illnesses without consulting your paediatrician, family doctor or registered mental health professional. Please consult, in person, with a doctor or registered mental health professional, with any questions or concerns you might have regarding your or your child's condition.

Client Education:

Clients are encouraged to engage in open dialogue and proactive communication with their therapists regarding this policy to ensure that their unique needs, preferences, and concerns are addressed in therapy.

Updates and Amendments:

Clients will be informed of any updates or amendments to this policy, including how changes will be communicated and the effective date of any policy revisions.

Policy Review:

This policy may be subject to periodic review and updates to ensure its effectiveness and alignment with our commitment to providing quality online therapy services.

Last Updated: November 2023