

BALANCE POINT CLINICAL COUNSELING

258 Kurzen Rd N, Suite C
Dalton, Ohio 44618
330-625-8807



Privacy Policy

Last Updated 1/9/2025
Original 7/3/2023

Balance Point Clinical Counseling is committed to protecting your privacy. We provide this notice to explain our online information practices. To make this notice easy to find, we make it available on our website, www.balancepointcc.com (referred to in this document as "Site").

I. INFORMATION COLLECTION AND USE

Balance Point Clinical Counseling collects information about visitors to our Site so that we can be responsive to our users and customers in a way that meets their needs. We do not collect medical information or credit card information through our Site. Our Site may use forms in which you give us contact information (including your name, address, telephone number, and email address) so that support or information can be requested. We receive and store any information you enter on our Site, or give us in any other way, including through email, telephone, or other communications within our customer services department. You are not required to give us any personal information in order to use our Site.

We will never sell, share, trade, or otherwise use your name, address, phone number, or email address unless you expressly provide in writing permission for such use. We use the information you provide strictly for the purposes of determining your individual needs so that we may serve you well.

We will not sell, share, trade, or otherwise use any medical information under any circumstances. If you require medical information, you must request it from us directly with a written release form.

We may also collect non-personally identifiable information about you, such as your use of our website, communication preferences, accumulated data related to your services, and responses to promotional offers and surveys. We may use or disclose collective information only where no individual is identified for several purposes, including compiling statistics of usage for improving the website, developing and maintaining the website, and following up on comments and other messages that you submit to us through the website.

To best keep your information safe, please do NOT include any credit card information in your electronic communication unless it is specially required by us as a part of services you receive or transaction fulfillment process sites, or within our customer contact process.

This Site may contain links to other websites. We are not responsible for the privacy practices or the content of such sites.

Balance Point Clinical Counseling does not now, nor will it in the future, sell, rent or lease any of its customer lists and/or names to any third parties.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties". Customers may opt-out by replying STOP or ask for more information by replying HELP. Message frequency varies. Message and data rates may apply.

Balance Point Clinical Counseling may collect and may make use of personal information to assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information

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as a means to keep you informed of other possible products and/or services that may be available to you from www.balancepointcc.com.

II. SECURITY

This Site has security measures in place to protect against the loss, misuse, or alteration of the information under our control.

We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transition over the Internet, or method of electronic storage, is one hundred percent secure, however. Therefore, we cannot guarantee its absolutely security, and you assume the risk of such.

III. GOOGLE ANALYTICS AND COOKIES

We may use a tool called "Google Analytics" to collect information about use of this Site, such as how often users visit the Site, what pages they visit when they do so, and what other sites they used prior to coming to this Site. Google Analytics collects only the IP address assigned to you on the date you visit this Site, rather than your name or other identifying information. Google Analytics uses cookies to identify you as a unique user and tracks when you visit the site. Only Google, Inc. can use this cookie. The information generated by the cookie will be transmitted to and stored by Google on servers in the United States. We use the information received from Google Analytics only to improve services on this Site. We do not combine the information collected using Google Analytics with personally identifiable information. Google's ability to use and share information collected by Google Analytics about your visits to this Site is restricted by the Google Privacy Policy as found on their website. You can prevent Google Analytics from recognizing you on return visits to this Site by disabling the Google Analytics cookie on your browser.

IV. COLLECTION AND USE OF PERSONAL INFORMATION OF CHILDREN UNDER AGE 13

We are committed to protecting the online privacy of children. In line with the Children's Online Privacy Protection Act (COPPA), we will not knowingly collect any personally identifiable information from children under the age of thirteen (13) without first obtaining parental consent. In the contact form on the Site, children under the age of thirteen (13) are prompted to consult with a parent and/or legal guardian rather than complete the contact form.

Prior to providing any personally identifiable information (i.e. name, address, phone number, email address, etc.), children under the age of thirteen (13) must have a parent or legal guardian contact Balance Point Clinical Counseling at (330) 625-8807 or info@balancepointcc.com. We do not encourage children under the age of thirteen (13) to provide any personal information or order anything online.

It is also our intention to adhere to the Children's Advertising Review Unit (CARU) Guidelines on internet advertising with its special sensitivities regarding solicitation to children under age thirteen (13). Our Site is meant to be a resource for parent/legal guardians looking for services or information regarding Balance Point Clinical Counseling services.

V. TRANSFER OF DATA ABROAD

If you are visiting this Site from a country other than the country in which our servers are located, your communications with us may result in the transfer of information across international boundaries. By visiting this Site and communicating electronically with us, you consent to such transfers.

VI. COMPLIANCE WITH LAWS AND LAW ENFORCEMENT

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We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (including without limitation subpoenas), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop activity we consider to be illegal or unethical. We will also share you information to the extent necessary to comply with the Internet Corporation for Assigned Names and Numbers (ICANN) rules, regulations, and policies.

VII. CHANGES IN OUR PRACTICES

We reserve the right to change this Privacy Policy at any time. If we decide to make changes to this Privacy Policy, we will post those changes in the copy made available on this Site as well as any other places we deem appropriate with a notice of thirty (30) days prior to implementation of the changes. We want you to be aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

VIII. CORRECTING, UPDATING, AND REMOVING PERSONAL INFORMATION

You may update, change, or deactivate your account information or opt out of receiving communications from Balance Point Clinical Counseling at any time. Send an email to info@balancepointcc.com or you may send written communication to us at P.O. Box 80, Dalton, Ohio 44618. We will respond to and confirm your request within thirty (30) days.

IX. CONTACT INFORMATION

Because we do not collect or request medical information through our Site, we have a separate Notice of Privacy Practices which shares how Balance Point Clinical Counseling handles personal medical information and protects the privacy of it's clients. You can access a copy of this separate Notice of Privacy Practices by sending a request to us by email at info@balancepointcc.com or by calling us at (330) 625-8807.

If you have any questions about this Privacy Policy, how we use and collect information using our Site, the practices of this Site or under our services, your interaction with this Site or our services, please contact us by phone, email, or mail at the following address:

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P.O. Box 80
Dalton, Ohio 44618
(330) 625-8807
info@balancepointcc.com, Attn: Angela Anderson, Owner and Clinical Counselor