

# Privacy Policy

**The Solution Space:** <https://thesolutionspace.net>

**Last Updated:** March 7, 2025

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## Introduction

The Solution Space: Therapy to Heal, Evolve, Thrive ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website and use our services. We adhere to all applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA).

## Information We Collect

### Personal Information

We may collect personal information that you voluntarily provide when scheduling appointments, filling out forms, or contacting us, including:

- Name
- Email address
- Phone number
- Billing information
- Health insurance information

### SMS Communications

By providing your mobile number, you agree to receive SMS messages from The Solution Space: Therapy to Heal, Evolve, Thrive related to appointment reminders, updates, and responses to your inquiries. Message frequency varies based on communication needs. Message & data rates may apply. No mobile information will be shared with third parties. Reply STOP to unsubscribe or HELP for assistance.

### Cookies and Web Analytics

Our website may use cookies and similar technologies to enhance your experience and collect information about how the website is used. You can set your browser to refuse all or some browser cookies, but this may limit your ability to use certain features of our website.

## **Website Usage Information**

We may automatically collect certain information about your device and how you interact with our website, including:

- IP address
- Browser type
- Pages visited
- Time spent on pages
- Referring website

## **How We Use Your Information**

We use the information we collect to:

- Provide, maintain, and improve our services
- Process payments and billing
- Communicate with you about appointments, treatment, and services
- Respond to your inquiries
- Comply with legal and regulatory requirements
- Operate and maintain our website

## **HIPAA Compliance**

As a healthcare provider, we are required by law to maintain the privacy and security of your protected health information (PHI). We comply with all HIPAA regulations, including:

- Implementing appropriate administrative, physical, and technical safeguards
- Providing a Notice of Privacy Practices
- Training our staff on privacy procedures
- Limiting access to PHI to authorized personnel
- Securely storing and transmitting electronic PHI

## **Information Sharing**

We do not sell, trade, or otherwise transfer your personally identifiable information or protected health information to outside parties except in the following circumstances:

- To trusted third parties who assist us in operating our website, conducting our business, or servicing you, provided they agree to keep this information confidential
- To comply with legal requirements, court orders, or legal process
- To protect our rights, property, or safety
- With your express consent

### **Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date.

### **Contact Information**

If you have any questions about this Privacy Policy, please contact us at:

The Solution Space: Therapy to Heal, Evolve, Thrive

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