

ABIDE COUNSELING COLLECTIVE

a program of Abide Marriage And Family Counseling Collective, Inc.

WEBSITE PRIVACY POLICY

Effective Date: August 10, 2026 | Last Reviewed: August 10, 2026

1. Scope of This Policy

This Privacy Policy explains how Abide Marriage And Family Counseling Collective, Inc., doing business as Abide Counseling Collective (“Abide,” “we,” “us,” or “our”), collects, uses, discloses, and protects information gathered through abidecounselingcollective.com and related digital properties, including our Formation Courses platform, contact and intake forms, and email communications (collectively, the “Site”).

This Policy governs general website and business information. It does not describe how we handle Protected Health Information (“PHI”) created in the course of clinical treatment. If you are a current or prospective therapy client, our handling of your clinical health information is instead governed by our HIPAA Notice of Privacy Practices, available on our Site and in our office, which controls wherever the two documents differ regarding clinical records.

2. Information We Collect

2.1 Information You Provide Directly

- Contact and intake form submissions (e.g., name, email, phone number, general reason for inquiry)
- Formation Course enrollment and account information (e.g., name, email, course progress and responses you enter within a course)
- Billing and payment information submitted through our payment processor, Stripe
- Correspondence you send us by email, phone, or through the Site
- Information you provide when registering for a speaking event, workshop, or newsletter

2.2 Information Collected Automatically

- Device and usage data such as IP address, browser type, pages visited, and referring URLs
- Cookies and similar technologies used for site functionality and analytics (see Section 5)

3. How We Use Information

We use the information described above to:

- Respond to inquiries and schedule consultations or appointments
- Deliver and track progress within Formation Courses
- Process payments for courses and services through Stripe
- Communicate about courses, events, and practice updates you have opted to receive
- Maintain, secure, and improve the Site
- Comply with applicable law, licensing board requirements, and professional ethical obligations

We do not use information collected through the Site to provide individualized clinical feedback, diagnosis, or treatment. Formation Courses are psychoeducational in nature and are not a substitute for, or a form of,

psychotherapy or clinical treatment. See our Formation Courses Terms of Use for the full scope-of-practice disclosure.

4. How We Share Information

We do not sell your personal information. We share information only as follows:

- Service providers who perform functions on our behalf, currently including Stripe (payment processing), Replit (website and course hosting), and email or scheduling tools we use to communicate with you
- A practice management and electronic health record (EHR) platform, once selected, used to store clinical records for therapy clients only — not for Formation Course or general Site visitors
- Professional advisors such as our attorney or accountant, where necessary and subject to confidentiality obligations
- As required by law, subpoena, court order, or to protect the rights, property, or safety of Abide, our clients, or others
- In connection with a business transition (e.g., merger or reorganization of the practice), subject to continued confidentiality protections

Each service provider is permitted to use your information only as needed to provide their service to us and is contractually or otherwise required to protect it.

5. Cookies, Analytics, and Do Not Track

Our Site may use cookies and similar tools to remember preferences, keep you logged into a Formation Course, and understand how visitors use the Site so we can improve it. You can control cookies through your browser settings; disabling cookies may limit some Site functionality, such as staying logged into a course.

Do Not Track Signals: Our Site does not currently change its behavior or respond in a specific way when it detects a “Do Not Track” signal from a visitor's browser. If we or our analytics providers begin honoring such signals, this Policy will be updated to reflect that change.

Third-Party Tracking: Some of the service providers described in Section 4 (for example, website analytics tools) may use cookies or similar technology that could allow them to collect information about your browsing activity on our Site. Abide does not itself engage in cross-context behavioral advertising or permit third parties to track visitors across unrelated websites for their own purposes.

6. Children's Privacy

Our general Site is intended for adults. Our teen counseling program serves clients ages 10–17, and enrollment or intake for a minor client requires the involvement and consent of a parent or legal guardian in accordance with California law. We do not knowingly collect personal information directly from children under 13 through our Site's general contact or newsletter forms without a parent or guardian's involvement, consistent with the federal Children's Online Privacy Protection Act (COPPA). A parent or guardian who believes their child has submitted information to us without appropriate consent may contact us using the information in Section 9 to request its removal.

7. California Privacy Rights

Clinical health information we hold as a health care provider is governed by the Confidentiality of Medical Information Act (CMIA) and HIPAA, not by the California Consumer Privacy Act (CCPA), and is addressed in our HIPAA Notice of Privacy Practices.

As a matter of practice, and even where the CCPA's business-size thresholds may not apply to Abide, we aim to honor the spirit of California privacy rights with respect to non-clinical website and business information. Subject to legal exceptions, California residents may request to:

- Know the categories and specific pieces of personal information we have collected about them
- Request deletion of personal information we hold, subject to legal and record-retention exceptions (including clinical and billing record retention rules)
- Correct inaccurate personal information
- Opt out of the sale or sharing of personal information — Abide does not sell or share personal information for cross-context behavioral advertising

To exercise any of these rights, contact us using the information in Section 9. We will not discriminate against you for exercising these rights.

8. Data Security and Retention

We use reasonable administrative, technical, and physical safeguards designed to protect information transmitted through and stored in connection with the Site, including secure payment processing through Stripe (Abide does not directly store full payment card numbers) and access controls on our course and practice management platforms. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

We retain website and business information only as long as reasonably necessary for the purposes described in this Policy or as required by law. Clinical records are retained in accordance with California law and CAMFT/BBS professional record-retention standards, as described further in our HIPAA Notice of Privacy Practices and client intake agreements.

9. Contact Us

Questions or requests regarding this Privacy Policy may be directed to:

Abide Counseling Collective

3625 E Thousand Oaks Blvd, Ste 281, Westlake Village, CA 91362

Phone: 818-584-1442

Email: hello@abidecounselingcollective.com

10. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The "Last Reviewed" date above indicates when this Policy was last updated. Material changes will be reflected on this page.