

Privacy, Trust & Transparency

1. What This Policy Covers

This policy applies to all therapy services provided through Evolve Well Counselors including:

- Individual psychotherapy sessions (virtual)
- Assessments and clinical documentation
- Booking, communication, and administrative processes

This policy does not apply to workshops and speaking engagement by Evolve Well Counselors

2. Information We Collect

We collect only the information needed to safely and effectively provide psychotherapy, including:

- Contact information (name, email, phone)
- Personal health information
- Clinical notes, assessments, and treatment planning
- Emergency contact details
- Appointment and session history
- Intake form responses

3. How We Use Your Information

Your information is used to:

- Provide psychotherapy and clinical care
- Maintain accurate and confidential clinical records
- Manage appointments and clinical communication
- Coordinate billing and receipts
- Meet legal, regulatory, and professional standards under CNO (College of Nurses of Ontario)
- Meet insurance requirements and verification obligations (if applicable)

We never use client information for marketing or unrelated purposes.

4. Clinical Supervision and Consultation

Evolve Well Counselors may consult with clinical supervisors for professional development, case consultation, and clinical growth. When doing so, client information is shared in de-identified form and limited to what is clinically necessary.

These supervisory relationships are bound by professional confidentiality and are a standard part of ethical clinical practice.

5. Limits to Confidentiality

Psychotherapy is confidential, with important exceptions. We may disclose information without your consent when:

- There is imminent risk of harm to you or others (safety concerns)
- A court order or legal obligation requires disclosure
- Child protection concerns arise
- Other regulatory obligations apply

In these situations, we will disclose only the minimum information necessary to address the concern.

6. We use our Website for Clinical booking, and communication

- Encrypted data storage and transmission
- Servers located in Canada
- Multi-factor authentication

cont.

7. How Your Information Is Stored and Protected

Clinical records are stored securely using encrypted systems that meet or exceed Canadian privacy standards, including:

- PIPEDA (Personal Information Protection and Electronic Documents Act)
- PHIPA (Personal Health Information Protection Act — Ontario)
- CNO (College of Nurses of Ontario) regulatory requirements

Security measures include:

- Encryption of data in transit and at rest
- Strong access controls and authentication
- Secure platforms for communication and storage
- Internal policies limiting who can access information
- Regular review of data handling practices

8. Retention

Clinical records are retained according to Ontario regulations for psychotherapy: typically 10 years from the date of last contact, or longer for clients who were minors at the time of treatment.

9. Your Rights

You have the right to:

- Access your clinical records
- Withdraw consent (which may affect your ability to receive services)

10. Changes to This Policy

We may update this privacy policy to reflect changes in our offerings, regulations, or technology. When material changes are made, active clients will be notified by email or at the start of your next session. Continued therapy after the effective date constitutes acceptance of the revised policy.