

Privacy Practices

3 Bridges Counseling Service, LLC

Effective Date: April 30, 2026

At 3 Bridges Counseling Services, we are committed to protecting your privacy and ensuring that your personal information is handled with the highest level of confidentiality and care. This Privacy Policy outlines how we use text messaging to communicate with clients and the safeguards we put in place to protect your information.

Use of Text Messaging

We use text messaging strictly for administrative purposes, such as:

- Scheduling or rescheduling appointments
- Confirming appointment times
- Responding to brief, non-clinical questions

Text messaging is not intended for emergency situations or to discuss therapeutic content. If you are experiencing a crisis, please contact emergency services or use a mental health crisis line.

Consent to Text Messaging

By providing your mobile number and agreeing to communicate via text, you are consenting to receive SMS messages from 3 Bridges Counseling Services related to your care. You may opt out of text messaging at any time by letting us know in writing or via text.

Security and Confidentiality

While we make every effort to protect your privacy, please be aware that text messaging is not considered a fully secure or HIPAA-compliant method of communication. For this reason:

- We limit all SMS content to administrative matters only.
- We do not include sensitive health or mental health details in text communications.

If you prefer an alternative method of communication, such as phone calls or secure email, we are happy to accommodate your preferences.

Data Collection and Use

We do not sell, share, or distribute your phone number or any personal information. Your contact details are used exclusively for communication related to the services provided by 3 Bridges Counseling Services.

Your Rights

As a client, you have the right to:

- Request that we communicate with you in a specific way
- Withdraw your consent to receive text messages at any time
- Ask questions about how your information is being used and protected

Policy Updates

We may update this Privacy Policy from time to time to reflect changes in regulations or our communication practices. Any updates will be posted on our website and communicated when appropriate.

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