

Privacy Policy

Effective Date: May 22, 2026

Welcome to Inwardboundpsych, LLC. Your privacy is important to us. This Privacy Policy explains how Inwardboundpsych, LLC (“Practice,” “we,” “our,” or “us”) collects, uses, stores, and protects information obtained through our website, communication systems, and clinical services, including communications facilitated through [RingCentral](#).

1. Information We Collect

We may collect the following types of information:

Personal Information

- Name
- Phone number
- Email address
- Mailing address
- Date of birth
- Insurance information
- Information voluntarily submitted through contact forms, intake forms, or scheduling requests

Protected Health Information (PHI)

If you become a patient of the practice, we may collect protected health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA), including:

- Medical history
- Mental health information
- Neuropsychological testing data
- Treatment records
- Appointment information

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Cookies and analytics data

2. How We Use Your Information

We use collected information to:

- Provide neuropsychological and mental health services
- Respond to inquiries
- Schedule appointments
- Communicate regarding treatment or administrative matters
- Process billing and insurance claims
- Improve website functionality and user experience
- Maintain security and regulatory compliance

3. Communications Through RingCentral

Our practice utilizes [RingCentral](#) for business communications, including phone calls, voicemail, text messaging, faxing, and video conferencing where applicable.

By communicating with our office via telephone, text message, email, or other electronic means, you acknowledge and understand that:

- Electronic communications may carry inherent privacy and security risks
- Standard SMS/text messaging is not always fully encrypted
- Messages may include appointment reminders, scheduling information, or administrative communications
- Sensitive or urgent clinical matters should not be communicated via text messaging

We make reasonable efforts to utilize HIPAA-compliant communication systems and safeguard patient information in accordance with applicable laws.

SMS/Text Messaging Consent

By providing your mobile phone number, you consent to receive text messages from the practice regarding:

- Appointment reminders
- Scheduling updates
- Administrative notifications

Message and data rates may apply. You may opt out of text messaging at any time by notifying our office.

No Mobile Information Sharing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties.

4. HIPAA Compliance

Our practice complies with applicable HIPAA privacy and security regulations. Protected health information is handled in accordance with federal and state privacy laws.

Patients may receive a separate Notice of Privacy Practices outlining their rights under HIPAA.

5. Information Sharing

We do not sell personal information.

We may disclose information only:

- With patient authorization
- To healthcare providers involved in treatment
- To insurance companies for billing purposes
- To business associates operating under HIPAA-compliant agreements
- When required by law, subpoena, court order, or mandatory reporting obligations
- To protect patient safety or the safety of others

6. Website Cookies and Analytics

Our website may use cookies or analytics tools to improve functionality and understand website usage. Users may disable cookies through their browser settings.

7. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal and health information from unauthorized access, disclosure, or misuse.

However, no method of electronic communication or storage can be guaranteed to be 100% secure.

8. Third-Party Services

Our website or communications may involve third-party service providers, including:

- [RingCentral](#)
- Electronic health record systems
- Billing services
- Secure email or scheduling platforms

These providers may maintain their own privacy policies and security practices.

9. Patient Rights

Patients may have rights under HIPAA and applicable state law, including the right to:

- Request access to records
- Request corrections to records
- Request restrictions on disclosures
- Obtain an accounting of disclosures
- File a privacy complaint

Requests may be submitted in writing to the practice.

10. Children's Privacy

Our website is not intended to independently collect information from children under 13 without parental involvement. Clinical services involving minors require consent consistent with applicable law.

11. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Updated versions will be posted on this page with a revised effective date.

12. Contact Information

Inwardboundpsych, LLC

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If you have questions regarding this Privacy Policy, please contact our office directly.