

# Privacy Policy for Crosby Christian Care

Effective Date: 10 February 2026

At Crosby Christian Care (“we,” “us,” or “our”), we are committed to protecting the privacy and confidentiality of all individuals who visit our website at <https://www.crosbychristiancare.com/> (the “Website”), or who engage with our Christian coaching and faith-based counseling services. We respect your privacy and are dedicated to safeguarding your personal and health information.

This Privacy Policy explains how we collect, use, share, and protect information you provide through the Website or in connection with our services.

## 1. Privacy Policy (Non-Sharing Clause)

Rule: Must NOT talk about selling/buying leads.

Required Text:

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service, is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

## 1. Information We Collect

### a. Personal Information You Provide

We collect information you voluntarily submit when you:

Contact us (e.g., via contact form, email, or phone)

Request services, coaching, or consultations

Complete intake, registration, or assessment forms

This may include your name, address, email address, phone number,

date of birth, and other information needed to provide coaching or counseling.

b. Sensitive Health Information

To provide counseling and coaching services, we may collect personal health details related to your mental, emotional, or spiritual well-being. If we qualify as a covered health entity under HIPAA (Health Insurance Portability and Accountability Act), we will handle your protected health information (“PHI”) under HIPAA privacy rules. ([Crosby Counseling Services](#))

c. Website Usage Information

When you use the Website, we and our third-party service providers may collect usage information such as:

- IP address
- Browser type and version
- Pages visited
- Time and date of access
- Device and operating system

This information helps us understand how visitors use the Website and improve performance.

### **SMS Communications and Consent**

By providing your mobile phone number and opting in to receive text messages, you expressly consent to receive SMS communications from Crosby Counseling Services DBA Crosby Christian Care. These messages may include promotional offers, account updates, appointment reminders, order confirmations, and other service-related notifications.

**Consent and Opt-In:** Your consent to receive SMS messages is not a condition of purchase. Message frequency may vary depending on your account activity and preferences. You will only receive SMS messages after providing explicit opt-in consent through our website, mobile application, or other enrollment methods.

**Message and Data Rates:** Standard message and data rates from your mobile carrier may apply to all SMS messages sent and received. Please contact your mobile service provider for details about your specific plan.

**Opt-Out Instructions:** You may opt out of receiving SMS messages at any

time by replying STOP, UNSUBSCRIBE, or CANCEL to any message you receive from us. You may also contact us directly to be removed from our SMS list. After opting out, you will receive a one-time confirmation message, after which no further messages will be sent unless you opt in again.

Carrier Liability: We are not liable for any delays or failures in message delivery caused by your mobile carrier or other factors beyond our reasonable control.

## 2. How We Use Information

We may use collected information to:

- Provide, manage, and improve our coaching and counseling services
- Respond to inquiries, schedule appointments, or send confirmations
- Communicate updates or changes to policies or services
- Comply with legal and ethical obligations
- Enhance Website functionality and user experience

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## 3. Data Security Practices/Disclosure of Your Information

We do not sell your personal information.

We may disclose your information:

- To authorized employees or contractors to provide services
- When required by law (e.g., court order, mandatory reporting)
- To protect the safety of you or others
- With your written consent

If we handle PHI under HIPAA, disclosures will follow HIPAA's permitted uses and patient rights regarding PHI. ([Crosby Counseling Services](#))

## 4. Cookies and Tracking Technologies

The Website may use cookies and similar technologies to:

- Remember your preferences
- Analyze how the Website is used
- Enhance performance and security

You may disable cookies in your browser, but this could limit some Website functionality.

## 5. Your Rights

Depending on applicable law, you may have rights such as:

- Accessing or requesting copies of your information
- Requesting corrections to your information
- Requesting restrictions on certain uses or disclosures
- Opting out of marketing communications

If we are subject to HIPAA privacy rules, you also have rights under HIPAA, including the right to review our Notice of Privacy Practices and obtain a paper copy. ([Crosby Counseling Services](#))

## 6. Security

We take reasonable administrative, physical, and technical safeguards to protect your information. However, no method of transmission over the Internet or electronic storage is 100% secure.

## 7. Children Under 13

Our Website and services are not directed to children under 13, and we do not knowingly collect personal information from children under 13 without parental consent.

## 8. Changes to This Policy

We may update this Privacy Policy from time to time. We will post the updated policy on this Website with a revised effective date.

## 9. Contact Information

If you have questions, concerns, or requests regarding this Privacy Policy or your information, please contact:

Crosby Christian Care

Email: [Dena@CrosbyChristianCare.com](mailto:Dena@CrosbyChristianCare.com)

Phone: 402-880-6115.