Shine Counseling LLC | Privacy Policies

Effective Date: November 10, 2026

At Shine Counseling LLC, we respect your privacy and are committed to protecting your personal information and the confidentiality of your health information.

This page includes our Website Privacy Policy, which explains how we collect and use information through our website and general communications, and our HIPAA Notice of Privacy Practices, which explains how we use and disclose protected health information and describes your rights as a client.

PART 1: WEBSITE PRIVACY POLICY

Effective Date: November 10, 2026

Shine Counseling LLC and our staff respect your privacy and are committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and protect information obtained through our website and communications, including SMS/text messaging.

1. Information We Collect

We may collect information that you voluntarily provide to us, including:

- Name
- Email address
- Telephone or mobile number
- Information submitted through website forms
- Appointment or scheduling information
- Communications you send to us

Please do not submit sensitive medical or mental health information through general website contact forms unless the form is specifically designed and authorized for that purpose.

2. How We Use Your Information

We may use information you provide to:

- Respond to inquiries and requests
- Schedule or manage appointments
- Communicate administrative or service-related information
- Provide appointment reminders
- Respond to questions regarding our services
- Send SMS/text messages when you have consented to receive them
- Maintain and improve our website and services

3. SMS/Text Messaging

If you voluntarily provide your mobile telephone number and consent to receive text messages from Shine Counseling LLC, we may send you text messages related to services you requested, such as appointment reminders, scheduling information, administrative notifications, or responses to your inquiries.

- Message frequency may vary.
- Message and data rates may apply.
- Reply STOP to opt out of text messages.
- Reply HELP for assistance.
- Consent to receive SMS messages is not a condition of purchasing services.

Mobile information will not 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 third parties for marketing or promotional purposes.

4. How We Share Information

We do not sell or rent personal information.

We may disclose information to service providers that perform functions on our behalf, such as website hosting, scheduling, communications, or text-message delivery, when reasonably necessary to provide those services.

We may also disclose information when required by applicable law or when necessary to protect our legal rights.

SMS opt-in information and consent are not shared with third parties for their marketing or promotional purposes.

5. Data Security

We use reasonable administrative, technical, and organizational safeguards intended to protect personal information from unauthorized access, use, or disclosure.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

6. Data Retention

We retain personal information as reasonably necessary to provide our services, fulfill the purposes described in this policy, and satisfy applicable legal or regulatory requirements.

7. Your Choices

You may contact us to request that we update or correct personal information you have provided.

If you receive SMS messages from us, you may opt out at any time by replying STOP. You may reply HELP for assistance.

8. Third-Party Services

Our website may contain links to third-party websites or utilize third-party services. Their privacy practices are governed by their own policies, and we encourage you to review those policies when using their services.

9. Children's Privacy

Our website is not intended to collect personal information directly from children without appropriate authorization from a parent, guardian, or other person legally authorized to provide such information.

10. Oregon State Privacy Rights

If you are a resident of Oregon, the Oregon Consumer Privacy Act (OCPA) grants you specific rights regarding your personal data collected through this website, excluding data exempted by law, such as Protected Health Information subject to HIPAA.

Subject to certain exceptions, these rights include:

- **Right to Know:** The right to confirm whether we are processing your personal data and to access that data.
- **Right to Correct:** The right to request corrections to inaccuracies in your personal data.
- **Right to Delete:** The right to request the deletion of personal data provided by or obtained about you.
- **Right to Opt-Out:** The right to opt out of the processing of your personal data for purposes of targeted advertising, the sale of personal data, or profiling. Please note that Shine Counseling LLC does not sell your personal data or engage in targeted advertising.

To exercise any of these rights, please submit a verifiable request to us using the contact information provided in Section 15. We will respond to your request in accordance with applicable state law deadlines.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date.

12. Relationship to HIPAA Notice of Privacy Practices

Shine Counseling LLC is a healthcare provider subject to the Health Insurance Portability and Accountability Act (HIPAA).

This Website Privacy Policy applies solely to information collected through our website and general communications. It does not govern Protected Health Information (PHI) that you provide to us as a client during the course of treatment or through our secure electronic health record (EHR) patient portal.

Your PHI is strictly protected under federal and state law and is governed by our separate HIPAA Notice of Privacy Practices, which describes how your medical information may be used and disclosed.

If any provision of this Website Privacy Policy conflicts with our HIPAA Notice of Privacy Practices, the HIPAA Notice of Privacy Practices will control.

13. Cookies and Automatically Collected Information

When you visit or interact with our website, we and our third-party service providers (including website analytics tools such as Google Analytics) may automatically collect

certain technical information about your device, browsing actions, and usage patterns. This information may include your IP address, browser type, operating system, referring/exit URLs, pages viewed, time spent on specific pages, and the dates and times of your visits.

We use cookies and similar tracking technologies to ensure essential site operation, analyze overall traffic trends, measure site performance, and improve navigation and content relevance for users. We do not use analytics data to personally identify individual visitors or combine it with protected health information.
You can manage or disable cookies through your browser settings (e.g., Chrome, Safari, Firefox, or Edge). You may also opt out of Google Analytics tracking by installing the Google Analytics Opt-out Browser Add-on. Please note that disabling essential cookies may impact certain features or functionality of our website.

14. Do Not Track (DNT) Disclosure

Some web browsers incorporate a Do Not Track (DNT) feature that signals to websites you visit that you do not want your online activity tracked.

Because there is not yet an industry-wide consensus on how to respond to DNT signals, our website does not currently alter its practices or respond when it receives a DNT signal from your browser.

15. Contact Us

If you have questions regarding this Privacy Policy or our privacy practices, please contact our Privacy Contact Person: **Andrea Vielma** at **Shine Counseling LLC**

1011 Harlow Road, Ste 201
Springfield, OR 97477

Phone: 541-600-2300
General Email: info@shinecounseling.co
Privacy Contact Email: andrea@shinecounseling.co

PART 2: HIPAA NOTICE OF PRIVACY PRACTICES

Shine Counseling LLC | Notice of Privacy Practices

Effective Date: November 10, 2026

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an Electronic or Paper Copy of Your Medical Record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information. We may charge a reasonable, cost-based fee.

Ask Us to Correct Your Medical Record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request Confidential Communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask Us to Limit What We Use or Share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a List of Those With Whom We’ve Shared Information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a Copy of This Privacy Notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose Someone to Act for You

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a Complaint if You Feel Your Rights Are Violated

- You can complain if you feel we have violated your rights by contacting our Privacy Contact Person, Andrea Vielma, at 541-600-2300, by email at andrea@shinecounseling.co.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care.
- Share information in a disaster relief situation.

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

Our Uses and Disclosures

How Do We Typically Use or Share Your Health Information?

We typically use or share your health information in the following ways.

Treat You

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run Our Organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for Your Services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How Else Can We Use or Share Your Health Information?

We are allowed or required to share your information in other ways—usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information, see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Help With Public Health and Safety Issues

We can share health information about you for certain situations, such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do Research

We can use or share your information for health research.

Comply With the Law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Address Workers' Compensation, Law Enforcement, and Other Government Requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law

- For special government functions such as military, national security, and presidential protective services

Respond to Lawsuits and Legal Actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information, see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.