

Privacy Policy

Effective Date: 10/4/2024

Last Updated: 9/13/2026

Elevate Wellness and Recovery (“Elevate Wellness and Recovery,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, and protect information when you visit or interact with our website:

www.elevatewellnessandrecovery.org

This Privacy Policy applies to information collected through our public website, including information submitted through our website contact form. It does not replace our separate HIPAA Notice of Privacy Practices, informed consent documents, or other privacy notices that may apply when you become a client.

1. Information We Collect

Depending on how you use our website, we may collect the following information.

Information You Provide

When you submit an inquiry through our website contact form, we may collect information such as:

- Your name
- Your email address
- Your telephone number
- Your preferred method of contact
- Information included in your message
- Information related to your request for services or an appointment

You may also provide information when you contact us by email, telephone, or another communication method listed on our website.

Please do not submit detailed medical, mental health, diagnostic, treatment, insurance, or emergency information through a general website contact form. Use the secure client portal or another secure method provided by Elevate Wellness and Recovery for clinical or intake information.

Information Collected Automatically

When you visit our website, Wix and other website service providers may automatically collect technical information, which may include:

- Internet Protocol (“IP”) address

- Browser type and version
- Device type and operating system
- Pages visited
- Date and time of your visit
- Referring website or webpage
- General location information
- Cookie identifiers and similar technical information
- Information used to maintain website security and prevent spam or misuse

2. How We Use Information

We may use information collected through the website to:

- Respond to questions and service inquiries
- Contact you regarding requested services or appointments
- Provide information you request
- Communicate administrative information
- Improve website content, functionality, and user experience
- Monitor website performance and usage
- Maintain website security
- Prevent fraud, spam, or misuse
- Comply with applicable legal, ethical, and professional obligations

We do not use information submitted through the website for purposes unrelated to the reason it was provided, except as permitted or required by law.

3. Website Contact Forms and Client Information

Our website includes a contact form that allows prospective and current clients to contact Elevate Wellness and Recovery.

Information submitted through the general website contact form may be transmitted to us through Wix and/or other technology service providers used to operate the website. Please limit contact-form messages to general questions, scheduling inquiries, and requests for information.

Please do not submit detailed medical, mental health, diagnostic, treatment, insurance, or emergency information through the general website contact form.

When appropriate, Elevate Wellness and Recovery may direct prospective or current clients to use our secure client portal or other secure communication methods provided through SimplePractice.

4. SimplePractice and Protected Health Information

Elevate Wellness and Recovery uses SimplePractice for certain practice-management, client-intake, documentation, scheduling, billing, and/or secure communication functions.

Information submitted through SimplePractice may include protected health information (“PHI”) and is handled according to applicable privacy and security requirements, our HIPAA Notice of Privacy Practices, and the terms and privacy practices of SimplePractice.

SimplePractice is a separate platform from this public website. Information submitted through SimplePractice may be subject to SimplePractice’s own privacy policy and terms of service.

This Website Privacy Policy does not replace our HIPAA Notice of Privacy Practices. Clients may receive additional privacy notices and documentation as part of the intake and onboarding process.

For information about how SimplePractice handles information, please review the privacy policy and terms available through the SimplePractice website.

5. Cookies and Google Analytics

Our website is hosted through Wix and uses Google Analytics to help us understand how visitors use our website and improve its performance.

Google Analytics may collect information such as:

- Pages visited
- Length of time spent on pages
- Browser and device information
- Approximate geographic information
- Referring websites
- General website interaction and usage data

Google Analytics uses cookies or similar technologies to collect and analyze this information. Analytics information may be processed by Google according to Google’s own privacy policies and terms.

We use website analytics for general website performance and improvement. We do not intentionally submit the contents of your clinical records, detailed mental health information, or other sensitive clinical information to Google Analytics.

You may be able to limit or disable cookies through your browser settings. Some website functions may be affected if cookies are disabled. You may also review Google’s information about privacy and analytics controls.

6. Wix and Other Service Providers

Our website is hosted and supported by Wix. Wix may process certain information on our behalf, including technical information, website usage information, and information submitted through website forms.

We may also use third-party providers for services such as:

- Website hosting and maintenance
- Website analytics
- Spam prevention and security
- Appointment scheduling
- Secure client communications
- Electronic health records or practice management

These providers may access information only as reasonably necessary to provide their services. Their handling of information may also be governed by their own privacy policies and terms.

Before publishing this policy, we will update this section to identify any additional providers used to collect, store, transmit, or process personal or clinical information.

7. How We Share Information

We do not sell or rent your personal information.

We may disclose information:

- To service providers that help us operate our website or business
- When you ask us to share information or authorize a disclosure
- When required or permitted by applicable law
- To comply with legal process or a valid governmental request
- To protect the rights, safety, or property of Elevate Wellness and Recovery, our clients, website visitors, or others
- To detect, prevent, or address fraud, security, or technical problems

Information that qualifies as PHI is handled according to our HIPAA Notice of Privacy Practices and applicable law.

8. Data Security

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

However, no website, electronic transmission, or storage system can be guaranteed to be completely secure. Please avoid submitting sensitive clinical information through an unsecured website form, ordinary email, or other communication method unless specifically instructed to do so through a secure process.

9. Data Retention

We retain information for as long as reasonably necessary to:

- Respond to your inquiry
- Provide requested services
- Maintain appropriate business and administrative records

- Meet legal, ethical, professional, accounting, or record-retention obligations
- Resolve disputes and enforce agreements

Clinical records and PHI are retained according to applicable law, professional requirements, and our practice record-retention policies.

10. Third-Party Websites

Our website may contain links to third-party websites, including scheduling platforms, client portals, social media platforms, professional directories, or educational resources.

We are not responsible for the privacy, security, or content practices of third-party websites. We encourage you to review the privacy policies of those websites before submitting information.

11. Children's Privacy

Our website is not directed toward children under the age of 13. We do not knowingly collect personal information from children under 13 through the website.

If you believe a child has submitted personal information through our website, please contact us.

12. Your Privacy Choices and Rights

Depending on the circumstances and applicable law, you may contact us to:

- Ask questions about our privacy practices
- Request information about personal information submitted through the website
- Request correction of inaccurate information
- Unsubscribe from optional communications
- Ask how to access applicable privacy notices
- Submit a privacy-related concern or complaint

Some information may be retained or handled according to legal, professional, clinical, or record-retention requirements.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the revised policy on this page and update the "Last Updated" date.

14. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact:

Elevate Wellness and Recovery

3025 Jacks Run Rd, Suite 5

White Oak, PA 15131

Website: www.elevatewellnessandrecovery.org

Email: info@elevatewellnessandrecovery.org

Phone: 412-254-3614

15. Emergencies and Crisis Situations

This website and its contact forms are not monitored continuously and should not be used for emergencies or crisis situations.

If you are experiencing an emergency or believe you may be in immediate danger, call **911** or go to the nearest emergency department. You may also call or text **988** to reach the Suicide & Crisis Lifeline in the United States.