

Coastal Haven Counseling LLC Privacy Policy

Updated: January 1, 2026

Coastal Haven Counseling (“we,” “our,” or “us”) is committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy explains how we collect, use, and protect information obtained through our website, online forms, phone calls, emails, and other communications.

Information We Collect: We may collect personal information that you voluntarily provide, including your name, phone number, email address, and general inquiry information submitted through our website or communication channels. We may also collect limited non-identifying information such as browser type, device type, and pages visited for website functionality and improvement purposes.

Protected Health Information (PHI) is not collected through our public website forms. Clinical and treatment-related information is obtained separately through secure, HIPAA-compliant systems.

How We Use Your Information: Information collected through our website or general communications is used to:

- Respond to inquiries about services
- Schedule or coordinate appointments
- Provide information about counseling services
- Communicate with clients regarding administrative matters
- Improve our website and services
- Comply with legal, ethical, and professional requirements

Health Information & HIPAA Compliance

Coastal Haven Counseling complies with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA), as it relates to protected health information.

Any clinical, diagnostic, or treatment-related information is collected, stored, and transmitted through HIPAA-compliant platforms and is governed by separate Notice of Privacy Practices (NPP) provided to clients as part of intake and treatment.

This website is not intended for the transmission of sensitive or clinical information.

Communications: By submitting your contact information through our website or contacting us by phone or email, you consent to receive communications from Coastal Haven Counseling related to your inquiry or services. Communications may include phone calls, emails, or text messages for scheduling and administrative purposes.

You may opt out of non-essential communications at any time by contacting our office.

Information Sharing: We do not sell or rent personal information. Information may be shared only when necessary with:

- Authorized staff members
- HIPAA-compliant service providers (such as electronic health record systems or billing platforms)
- Insurance companies or Medicaid, as required for billing and coverage
- Legal or regulatory authorities when required by law

Substance Use Disorder Re-Disclosure Notice: Information disclosed from records protected by federal substance use disorder confidentiality rules (42 CFR Part 2) may be subject to restrictions on further disclosure. Recipients of this information may be prohibited from redisclosing the information without the patient’s written consent or as otherwise permitted by federal law. Unauthorized redisclosure of substance use disorder treatment information may violate federal law.

Data Security: We use reasonable administrative, technical, and physical safeguards to protect personal information. While we take privacy seriously, no electronic transmission can be guaranteed to be completely secure.

Third-Party Services: Our website may link to or integrate with third-party services such as scheduling tools, analytics services, or secure client portals. These services have their own privacy practices, and we encourage users to review their policies.

Children’s Privacy: Our website is not directed toward children under the age of 13. We do not knowingly collect personal information from children without appropriate parental consent.

Your Rights: You may request access to, correction of, or deletion of your personal information by contacting us. Clients receiving counseling services are also provided with a separate Notice of Privacy Practices outlining their rights related to protected health information.

Updates to This Policy: We may update this Privacy Policy periodically. Updates will be posted on this page with a revised effective date.

Contact Us: If you have questions about this Privacy Policy or our privacy practices, please contact:
Coastal Haven Counseling, LLC/ Sandra Quast, LPCS Phone: 843-945-0346