PRIVACY POLICY

Constantly Evolving®

Last Updated: October 28, 2026

Welcome to Constantly Evolving®

At Constantly Evolving®, we recognize that trust, privacy, and confidentiality are fundamental to establishing a safe, respectful, and supportive environment for mental health care. We are committed to protecting your personal information, upholding professional and ethical standards, and maintaining transparency in our information practices.

This Privacy Policy explains how information is collected, used, disclosed, and safeguarded through our website and electronic communications. We encourage you to review this policy to understand our privacy practices, your rights, and the measures we take to protect your information.

1. Our Commitment to Privacy

Constantly Evolving® ("we," "our," or "the Practice") maintains reasonable administrative, technical, and organizational safeguards designed to protect personal information collected through our website and general electronic communications.

This policy applies to information collected through our website, online inquiry forms, and general electronic communications. It does not replace our separate HIPAA Notice of Privacy Practices, which governs protected health information where applicable under the Health Insurance Portability and Accountability Act (HIPAA) and relevant state laws.

2. Information We Collect

We may collect information voluntarily provided by website visitors, prospective clients, and individuals communicating with our Practice, including:

- Names and contact information, such as email addresses and telephone numbers.
- Information submitted through website inquiry or contact forms.
- General information necessary to respond to inquiries regarding services.
- Limited technical information, including browser type, device information, pages visited, and website usage patterns, depending on the technologies used.

We encourage visitors to limit information submitted through general website forms or ordinary email. Please do not transmit detailed mental health histories, psychotherapy information, medical records, payment card information, or other sensitive personal information through unsecured communication channels.

3. How We Use Information

Information collected through our website and general electronic communications may be used to:

- Respond to inquiries and requests for information.
- Coordinate initial contact regarding mental health services.
- Maintain website functionality, accessibility, and security.
- Improve website performance and visitor experience.
- Address technical issues and prevent unauthorized activity.
- Fulfill applicable legal, ethical, and regulatory obligations.

Constantly Evolving® does not sell personal information collected through its website.

We do not use personal information for purposes unrelated to those for which it was collected unless permitted by applicable law or otherwise authorized.

4. Disclosure of Information

We respect the confidentiality of information entrusted to our Practice.

Limited information may be disclosed to website hosting providers, technology vendors, communication service providers, or other authorized service providers when reasonably necessary to support website operations or respond to inquiries.

Such disclosures are subject to applicable privacy requirements and appropriate contractual safeguards where required.

Information may also be disclosed when required or permitted by law, including valid legal processes or circumstances involving the protection of individual safety, legal rights, or the security of the Practice.

Protected health information is managed in accordance with applicable federal and state privacy laws and our separate HIPAA Notice of Privacy Practices.

5. Email and Electronic Communications Privacy

Email and ordinary electronic communications may not be completely secure.

Constantly Evolving® takes reasonable measures to protect information communicated electronically. However, standard email and general website contact forms may present privacy and security limitations.

Individuals communicating electronically should understand that:

- Email messages may be inadvertently delivered to an unintended recipient.
- Messages may be accessible to individuals with access to a recipient's email account or electronic device.

- Email service providers and technology platforms may retain electronic communications and associated information.
- Ordinary electronic communications may not provide the same protections as secure healthcare communication systems.

We strongly discourage transmitting sensitive clinical information, detailed descriptions of traumatic experiences, medical records, or other confidential health information through general email or website inquiry forms.

For scheduling, clinical questions, or matters involving protected health information, individuals are encouraged to use a secure, designated communication method when available.

Individuals may contact the Practice to discuss reasonable alternative communication arrangements.

Where HIPAA applies, Constantly Evolving® maintains appropriate safeguards for electronic communications and accommodates applicable requests for confidential communications through reasonable alternative means or locations.

Emergency Communications: Email and website contact forms are not monitored continuously and should not be used for emergencies or urgent safety concerns. Individuals experiencing an immediate emergency should call 911 or seek assistance from the nearest emergency department. Individuals experiencing a mental health crisis in the United States may call or text 988 for crisis support.

6. Therapy Services and Confidentiality

Submitting information through our website or contacting the Practice electronically does not independently establish a therapist-client relationship.

A therapeutic relationship is established through the Practice's appropriate intake, consent, and clinical procedures.

Once a therapeutic relationship is established, information associated with assessment, diagnosis, treatment, billing, and healthcare operations is handled in accordance with applicable privacy laws, professional ethical standards, and the Practice's Notice of Privacy Practices.

Confidentiality is subject to legally recognized exceptions, including circumstances in which disclosure is required or permitted by applicable law.

7. Cookies and Website Analytics

Our website may use cookies or similar technologies to support website functionality, evaluate website performance, and improve visitor experience.

Depending on the website configuration, limited technical information may be processed by analytics providers or other authorized technology services.

Visitors may manage certain cookie preferences through their browser settings. Disabling cookies may affect the functionality of some website features.

The specific tracking and analytics technologies used depend on the website's active configuration and third-party integrations.

8. Third-Party Websites and Services

Our website may contain links to external websites, scheduling platforms, payment services, or other third-party resources.

These external services operate under their respective privacy policies and information security practices.

Constantly Evolving® does not control and is not responsible for the privacy or security practices of independently operated third-party websites.

Visitors are encouraged to review the privacy policies of external services before submitting personal information.

9. Information Security and Retention

Constantly Evolving® maintains reasonable administrative, technical, and physical safeguards designed to protect information within its control from unauthorized access, disclosure, alteration, or destruction.

Although reasonable precautions are implemented, no electronic communication or information storage system can be guaranteed to be completely secure.

Information collected through our website is retained for as long as reasonably necessary to fulfill legitimate operational purposes and comply with applicable legal, regulatory, and professional requirements.

Clinical records are maintained according to applicable healthcare privacy and record-retention requirements and are not governed solely by this website Privacy Policy.

10. Children's Privacy

Our website is not intended to solicit personal information directly from children under the age of 13 without legally required parental or guardian consent.

Where applicable, Constantly Evolving® complies with relevant laws governing the collection and protection of children's personal information.

When mental health services involve minors, the collection, use, disclosure, and confidentiality of clinical information are governed by applicable federal and state laws, professional responsibilities, and the Practice's clinical privacy procedures.

11. Your Privacy Rights and Choices

Depending on applicable law and the nature of the information collected, individuals may have certain rights concerning their personal information.

These rights may include:

- Requesting access to certain personal information.
- Requesting correction of inaccurate information.
- Requesting deletion of certain information when legally permissible.
- Withdrawing consent where consent serves as the legal basis for processing.
- Requesting information about available confidential communication methods.
- Submitting questions or concerns regarding information privacy practices.

Requests involving clinical records or protected health information are processed under the applicable healthcare privacy and medical-records request procedures.

Identity verification or written authorization may be required before certain requests can be fulfilled.

Privacy inquiries may be submitted using the contact information provided below.

12. Texas Consumer Information and Rights

Constantly Evolving® is committed to maintaining transparency regarding consumer rights and access to healthcare information in accordance with applicable Texas laws.

Information regarding healthcare records requests, professional licensing and disciplinary authorities, and consumer complaint procedures is available in our separate **Texas Consumer Information and Rights Notice**, accessible through our website.

13. Changes to This Privacy Policy

Constantly Evolving® may periodically revise this Privacy Policy to reflect changes in website operations, technology, professional practices, legal requirements, or applicable regulations.

Updates will be published on our website with a revised effective or last-updated date. Material changes will be communicated when required by applicable law. Visitors are encouraged to review this policy periodically to remain informed about our privacy practices.

14. Contact Information

For questions regarding this Privacy Policy, website information practices, electronic communications, or general privacy concerns, please contact:

Constantly Evolving®

12222 Merit Drive #130
Dallas, TX 75251

General and Privacy Inquiries:
connect@constantlyevolvingmhs.com

Texas: 832-930-6219
Maryland: 443-219-8482

Website: www.constantlyevolvingmhs.com

Individuals seeking access to clinical records, requesting confidential communications, or submitting inquiries involving protected health information should contact the Practice for instructions regarding the appropriate request process and applicable HIPAA Notice of Privacy Practices.