

Privacy Policy

Effective Date: September 18, 2025

Oak Tree Family Assessment and Treatment is committed to protecting the privacy and security of your personal and health information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (oaktreefamily.com), use our services, or communicate with us.

We are a healthcare provider and are therefore subject to the Health Insurance Portability and Accountability Act (HIPAA), which governs how we handle protected health information (PHI).

1. Information We Collect

We may collect the following types of information:

a) Personal Information

- a. Name
- b. Email address
- c. Phone number
- d. Mailing address

b) Health Information (Protected Health Information - PHI)

- a. Medical history
- b. Mental health information
- c. Treatment history

c) Website Usage Information

- a. Pages visited
- b. Time spent on site
- c. Cookies and analytics tracking data

2. How We Collect Information

We collect information through:

- Online forms (e.g., contact forms, appointment requests)
- Phone calls and emails
- In-person and telehealth appointments
- Website cookies and analytics tools (e.g., Google Analytics)

3. How We Use Your Information

We use the information we collect to:

- Provide evaluations, therapy, or other mental health services
- Schedule appointments
- Communicate with you
- Manage billing
- Maintain medical records
- Improve our website and services
- Comply with legal obligations

4. Legal Basis for Use and Disclosure

Under HIPAA, we may use or disclose your PHI for treatment, payment, or healthcare operations without your written authorization. We also disclose your case-specific information under court order. All other uses or releases require your consent.

5. How We Share Your Information

We may share your information with:

- Legal authorities when required by law (e.g., reporting abuse, court orders)
- Emergency services if there is an imminent risk of harm

We do not sell or rent your personal or health information.

6. How We Protect Your Information

We implement administrative, technical, and physical safeguards to protect your data, including:

- Encrypted data storage
- Limited access to health records
- Staff training on privacy practices

7. Your Rights

You have the right to:

- Access your records
- Request corrections
- Receive an accounting of disclosures
- Request restrictions on how your information is used
- Withdraw consent (where applicable)
- File a complaint with the U.S. Department of Health and Human Services (HHS) if you believe your privacy rights have been violated

8. Cookies and Tracking

We use cookies and third-party analytics tools (such as Google Analytics) to understand how visitors interact with our site. This data helps us improve the user experience.

You can control cookie settings through your browser preferences.

9. Data Retention

We retain health records as required by federal and state law, typically for a minimum of 10 years after your last date of service (or longer if required).

10. Changes to This Policy

We may update this Privacy Policy from time to time. The “Effective Date” at the top of this page reflects the most recent update.

We encourage you to review this policy periodically.

11. Contact Us

If you have questions about this Privacy Policy or your information, please contact:

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