Privacy Policy

Type of website: Psychotherapy
Effective date: 16 day of November, 2026

emilylevytherapy.ca (the "Site") is owned and operated by Emily Levy Registered Psychotherapist (Qualifying) / Counselling Therapist.

Emily Levy serves as the designated Privacy Officer for this practice and can be contacted at:

- **Email:** emilylevytherapy@outlook.com
- **Mailing Address:** 4810 50th Ave, Suite #413, Leduc, AB T9E 6X9

1. Purpose & Regulatory Compliance

The purpose of this Privacy Policy is to inform clients and visitors of our Site how personal and health information is collected, used, stored, and protected.

This practice operates in accordance with the standards of the **Association of Counselling Therapy of Alberta (ACTA)** and the **College of Registered Psychotherapists of Ontario (CRPO)**, and complies with Alberta's *Personal Information Protection Act* (PIPA), Ontario's *Personal Health Information Protection Act* (PHIPA), and the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA). This Privacy Policy applies in addition to the Terms and Conditions of our Site.

2. Consent

By using our Site or engaging in psychotherapy services, you consent to the collection, use, storage, and disclosure of your personal information as outlined in this Privacy Policy. You may withdraw or modify your consent at any time, subject to legal and regulatory record-keeping obligations.

3. Personal Data We Collect

We only collect personal and health information that is reasonably necessary to communicate with you and provide safe, ethical psychotherapy services.

Data Collected Automatically

When you visit our Site (hosted via Jane Websites), basic technical information—such as your IP address, browser type, device information, and pages visited—may be collected automatically to ensure website security, functionality, and basic site performance.

Data Collected Directly From You

We collect the following information when you complete a contact form, book an appointment, fill out intake forms, or attend sessions:

- **Identifying & Contact Information:** First and last name, age, date of birth, sex/gender, email address, phone number, mailing address, and emergency contact details.
- **Clinical Information:** Health history, intake questionnaires, session notes, correspondence, and treatment records.
- **Billing Information:** Payment details and receipts for insurance reimbursement (credit card details are processed securely via PCI-compliant payment processors and are not stored in your clinical chart).

4. How We Use Personal Data

Data collected automatically is used strictly to maintain website functionality and security. Data collected directly from you is used solely for the following purposes:

- Communicating with you regarding inquiries, scheduling, and care coordination;
- Assessing, planning, and providing psychotherapy and counselling services;
- Processing payments and issuing receipts; and
- Meeting legal, ethical, and regulatory obligations.

5. Confidentiality, Access & Limits to Confidentiality

Emily Levy is the only individual with access to your clinical records. We never sell, rent, or trade your personal information.

Your information is kept strictly confidential and will not be shared with third parties without your explicit written consent, **except where permitted or required by law**, including:

- **Imminent Risk of Harm:** When there is an imminent risk of serious bodily harm or death to yourself or an identifiable person;
- **Abuse or Neglect:** When there is reasonable suspicion that a child (or vulnerable adult, where applicable under provincial law) is experiencing abuse or neglect;
- **Legal Orders:** When records are subpoenaed, ordered by a court of law, or required for a legal proceeding; and

- **Mandatory Regulatory Reporting:** When required by law or professional regulatory colleges (such as reporting sexual abuse by a regulated healthcare professional, or responding to mandatory quality assurance audits by ACTA or CRPO).

In the event of my retirement, incapacity, or death, clinical records will be securely transferred to a designated successor therapist or record custodian in strict compliance with ACTA and CRPO standards, and you will be notified.

6. Electronic Storage & Third-Party Service Providers (Jane App)

All clinical records are stored electronically in **Jane App**, a secure, encrypted practice management platform hosted on Canadian servers (Montreal, Quebec, and Calgary, Alberta) that complies with PIPA, PHIPA, and PIPEDA.

Please note that if you opt into automated email or SMS appointment reminders—or if AI Scribe features are used—limited information (such as your name, contact details, or temporary session transcription) may be securely processed via vetted third-party service providers located in the United States.

7. How We Protect Your Personal Data

We protect your personal and health information using administrative, physical, and technical safeguards, including:

- Password-protected, encrypted electronic health record systems (Jane App) with two-factor authentication;
- Encrypted virtual video sessions; and
- Secure, locked, and password-protected devices used solely for clinical practice.

While we take every reasonable precaution to protect your data, no electronic transmission over the internet can be guaranteed to be 100% secure.

8. Record Retention & Destruction

In accordance with the standards of ACTA, CRPO, and Alberta's *Limitations Act*, all client records are retained for **ten (10) years** from the last date of contact (or **10 years following the client's 18th birthday**, in the case of minors). Once this retention period expires, records are securely and permanently destroyed.

9. Children & Minors

Our website is intended for adults, and we do not knowingly collect personal data online from children under 13 years of age without verifiable parental or legal guardian consent. If a parent or guardian believes a child under 13 has submitted information through our Site, please contact our Privacy Officer to have it deleted.

10. Your Rights (Access, Correction & Complaints)

You have the right to request access to your personal and clinical records, request corrections to factual errors, or inquire about how your data has been used or disclosed. Please submit requests in writing to our Privacy Officer:

- **Privacy Officer:** Emily Levy
- **Email:** emilylevytherapy@outlook.com
- **Address:** 4810 50th Ave, Suite #413, Leduc, AB T9E 6X9

If you have an unresolved privacy concern, you have the right to contact the **Office of the Information and Privacy Commissioner of Alberta (OIPC)** (for Alberta residents) or the **Information and Privacy Commissioner of Ontario (IPC)** (for Ontario residents).

11. Cookie Policy

A cookie is a small text file stored on your device by a website to help the site function properly and remember basic preferences. Our Site (powered by Jane Websites) uses essential and functional cookies required to operate the website and online booking portal smoothly. You can adjust your browser settings to notify you when cookies are transmitted or disable cookies entirely, though doing so may affect certain features of the booking portal.

12. Modifications

This Privacy Policy may be updated periodically to reflect changes in legal requirements or practice operations. Any updates will be posted on this page with an updated "Effective Date."

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