



Privacy Policy

Last Updated: 04/05/2026

The Well: Family Support

Website: <https://thewellms.org>

1. Who We Are

The Well: Family Support (“The Well,” “we,” “our,” or “us”) provides mental health counseling, family therapy, and related wellness and educational services in the state of Mississippi.

Our website address is: <https://thewellms.org>.

2. Information We Collect

We collect personal information that you voluntarily provide to us when you contact us, request an appointment, complete a form, or communicate with us via phone, text, or email. This may include:

- Name, phone number, email address, and mailing address
- Date of birth and insurance information (for clinical clients)
- Information shared through our contact forms, intake forms, or messages
- Technical data such as IP address, browser type, and cookies (collected automatically through our website)

We do **not** collect protected health information (PHI) through our public website forms unless specifically noted as secure (such as forms hosted in our HIPAA-compliant client portal or EHR system).

3. How We Use Your Information

We use your personal information for the following purposes:

- To respond to your messages, appointment requests, or inquiries
- To provide counseling and administrative services
- To send appointment confirmations, reminders, and updates via SMS or email
- To process billing, insurance, or payment transactions
- To improve our services, operations, and user experience
- To comply with legal, regulatory, and ethical requirements under HIPAA and Mississippi law

We **never** sell, lease, or rent your personal or health information.

4. SMS and Text Message Policy

By providing your mobile number or initiating contact via text, you consent to receive text messages from The Well: Family Support regarding scheduling, reminders, or administrative updates.

Examples include appointment confirmations, rescheduling, or general non-clinical communication.

Message and data rates may apply.

Message frequency varies.

You may opt out at any time by replying STOP.

For assistance, reply HELP or contact us at (662) 368-2008 or support@thewellms.org.

SMS consent is not shared with third parties or affiliates.

We do not send marketing messages through SMS, and all text communication complies with HIPAA and carrier requirements.

5. Who We Share Information With

We may share limited information only as necessary with:

- Authorized employees, clinicians, and administrative staff for scheduling and service coordination
- HIPAA-compliant service providers such as our electronic health record (EHR) system, billing partners, and secure communication vendors
- Legal or regulatory entities when required by law (e.g., for mandated reporting or court orders)

We do **not** share your personal or SMS consent information with third parties for marketing or unrelated purposes.

6. Cookies and Tracking

Our website may use cookies and analytics tools to improve site performance and user experience. These cookies do not collect protected health information (PHI). You can disable cookies in your browser settings at any time.

7. Data Retention

We retain personal information only as long as necessary for administrative, legal, and professional recordkeeping purposes. Clinical records are maintained in accordance with Mississippi Board of Examiners and HIPAA requirements.

8. Your Rights

You have the right to:

- Request access to or a copy of your personal information
- Request correction or deletion of your data (where applicable)
- Withdraw consent for communication at any time
- File a privacy complaint with The Well or the U.S. Department of Health and Human Services (HHS) Office for Civil Rights if you believe your rights have been violated

To exercise your rights, contact us at:

 support@thewellms.org

 (662) 368-2008

9. Data Security

We use administrative, technical, and physical safeguards to protect your information from unauthorized access or disclosure. All clinical and client communications are managed through HIPAA-compliant systems.

10. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. The “Last Updated” date above will indicate when the policy was most recently revised.

Contact Us:

The Well: Family Support

617 18th Ave N, Columbus, MS 39701

✉ support@thewellms.org

🌐 <https://thewellms.org>

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