Open Space COUNSELLING

2184 West Broadway, Suite 460
Vancouver, BC V6K2E1
P | 778.819.2256
E | connect@openspacecounselling.ca

Open Space Counselling – Privacy Policy

Open Space Counselling is committed to protecting the privacy and confidentiality of personal information entrusted to us by our clients and prospective clients. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our website or engage with our services.

Information We Collect

We may collect personal information from you when you visit our website, contact us via email or phone, or engage with our services. The types of personal information we may collect include:

Contact information (such as name, email address, phone number)
Demographic information (such as age, gender)
Health information and medical history
Payment information (such as credit card details)
Communication preferences

We store this information in JaneApp. You can read their privacy policy here. We also use Bigin (a sub-company of Zoho) to capture form submissions on our website. You can read about their security practices here and their Privacy Commitment here.

How We Use Your Information

We may use the personal information we collect for the following purposes:

To provide therapeutic services and support, and for purposes of treatment planning
To communicate with you about appointments, updates, or changes to our services
To process payments for services rendered
To improve our website and services
To comply with legal and regulatory requirements

Your information will never be shared with third parties/affiliates for marketing/promotional purposes. The phone numbers and email addresses we collect, and your consent to be contacted, will NOT be shared with 3rd party providers.

Who Has Access To Your Information

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If you fill out the contact form on this website, the information you include may be seen by the administrative staff at Open Space Counselling, as well as the Director, and by any therapist who you agree to meet with.

If you phone the office, your name may be seen by our admin team or Clinical Director on the call display. Voicemails will be deleted after their usefulness has been served.

If you become a client of Open Space Counselling, you should be aware that your name may be seen by any therapist on the team, as client names are visible in JaneApp.

Therapists are not able to read each other's chart notes. However, the Clinical Director has access to all charts. In the event that you have a conflict of interest and do not wish our Clinical Director to have access to your chart, please inform your therapist, and we can adjust the privacy settings to your chart.

Disclosure of Your Information

We may disclose your personal information to third parties in the following circumstances:

To our employees, contractors, and service providers who require access to such information to assist us in providing services to you
To comply with legal obligations or respond to lawful requests from government authorities
With your written consent

Data Security

We take reasonable measures to protect the security of your personal information and prevent unauthorised access, use, or disclosure. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

Security & Bot Protection - We use Google reCAPTCHA to prevent spam and abuse. As the website owner, we are the Data Controller for this security data (such as IP addresses), which is processed by our technical service providers and Google strictly for security purposes. This data is not used for advertising. For details, see the Google Cloud Data Processing Addendum.

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We adhere to all the guidelines set forth by the Personal Information Protection Act. All the software services that we use (including, but not limited to JaneApp, Zoom, Zoho Bigin, Quickbooks Online, Google Workspace) have the highest standards of security and privacy.

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Your Rights

You have the right to access, correct, or delete your personal information. If you wish to exercise any of these rights, please contact us using the contact information provided below.

Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time without prior notice. Any changes will be effective immediately upon posting the updated Privacy Policy on our website.

Contact Us

If you have any questions or concerns about our Privacy Policy or our handling of your personal information, please contact us at connect@openspacecounselling.ca.

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