

Privacy Policy

Effective Date: April 10, 2026

All Points North Counseling Services (“APNC,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the information you share with us through our website, www.apncounseling.com.

This Privacy Policy explains how we collect, use, disclose, and protect information collected through our website and related online communications. This Privacy Policy applies to website visitors and individuals who contact us through the website or related digital channels.

This Privacy Policy applies to website and business-contact information. It does not replace our Notice of Privacy Practices, which governs protected health information used or disclosed in connection with health care services. If you are a client or prospective client and want to understand how your medical or mental health information may be used or disclosed, please review our **Notice of Privacy Practices**.

1. Information We Collect

We may collect the following categories of information through our website:

Information You Provide Directly

We may collect information you choose to provide, including:

- Name
- Email address
- Phone number
- Mailing address
- Information submitted through contact forms, appointment inquiries, intake inquiries, employment inquiries, or other website submissions
- Any other information you voluntarily provide when communicating with us

Information Collected Automatically

When you use our website, we or our website service providers may automatically collect certain technical and usage information, such as:

- IP address
- Browser type
- Device type
- Operating system
- Referring website
- Pages viewed

- Date and time of visits
- General location information derived from IP address
- Website interaction and usage data

Cookies and Similar Technologies

We may use cookies, pixels, tags, analytics tools, and similar technologies to operate the website, understand usage, improve functionality, and support security and site performance.

You can control cookies through your browser settings. Disabling cookies may affect some website functionality.

2. How We Use Information

We may use information collected through the website to:

- Respond to inquiries and requests
- Communicate with you about our services
- Schedule, confirm, or coordinate consultations or appointments
- Provide customer support
- Operate, maintain, secure, and improve our website
- Monitor and analyze website performance and usage
- Comply with legal, regulatory, and business obligations
- Protect our rights, safety, and property
- Prevent fraud, misuse, or unauthorized access

3. How We Share Information

We do not sell your personal information collected through this website.

We may share information in the following circumstances:

Service Providers

We may share information with vendors and service providers who help us operate our website or business, such as website hosting providers, technology platforms, communications providers, analytics providers, scheduling or form-processing tools, and security providers.

Legal Compliance and Protection

We may disclose information if required to do so by law or if we believe disclosure is necessary to:

- Comply with legal obligations
- Respond to lawful requests, court orders, subpoenas, or regulatory inquiries

- Protect our rights, property, or safety
- Protect the rights, property, or safety of others
- Investigate or prevent fraud, misuse, or security incidents

Business Transfers

If APNC is involved in a merger, acquisition, restructuring, sale of assets, or similar transaction, information may be transferred as part of that transaction, subject to applicable law.

4. Website Communications Are Not for Emergencies

Please do not send urgent, time-sensitive, or emergency information through the website, email, or web forms.

If you are experiencing a medical emergency or mental health crisis, call 911 or go to the nearest emergency room.

5. Website Privacy vs. Clinical Privacy

Using our website, submitting a contact form, or emailing us does not by itself create a therapist-client relationship.

If you become a client, information created or maintained as part of your care may be governed by our **Notice of Privacy Practices** and other applicable federal and state privacy laws, including laws that may provide added protection for mental health information.

6. Patient Portal and Third-Party Sites

Our website may link to third-party websites, platforms, or tools, including our patient portal and other external resources. We are not responsible for the privacy, security, content, or practices of third-party websites or services.

When you leave our website or use a third-party tool linked from our site, your information may be governed by that third party's own terms, notices, and privacy practices.

7. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect information collected through our website. However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

8. Data Retention

We retain website-related information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to operate the website, respond to inquiries, maintain business records, comply with legal obligations, resolve disputes, and enforce our agreements.

9. Children’s Privacy

Our website is not directed to children under 13, and we do not knowingly collect personal information online from children under 13 without appropriate consent where required by law. If you believe a child has provided personal information through our website, please contact us so we can review and address the issue.

10. Your Choices

You may choose not to provide certain information through the website, but doing so may limit our ability to respond to you or provide requested information.

You may also:

- Adjust your browser settings to manage cookies
- Contact us to update information you submitted through the website
- Opt out of certain non-essential communications by following the unsubscribe instructions in those communications, where available

11. Do Not Track

Some browsers offer a “Do Not Track” setting. Because there is not currently a universally accepted standard for responding to Do Not Track signals, our website may not respond to such signals in all cases.

12. State Privacy Rights

Depending on where you live, you may have certain privacy rights under applicable state law regarding personal information we collect through the website. To make a privacy-related request, please contact us using the information below. We will review requests in accordance with applicable law.

13. Contact Information

If you have questions about this Privacy Policy or would like to make a privacy-related request regarding website information, contact:

All Points North Counseling Services

Fredericksburg Office: 1005 Sophia Street, Suite 200, Fredericksburg, VA 22401

Stafford Office: 292 Garrisonville Road, Suite 101, Stafford, VA 22556

Phone: 540-445-1803
Fax: 540-318-1483
General Email: Client-Care@APNCounseling.com

Privacy Officer: Kurt Droste
Phone: 540-445-1803
Email: admin@apncounseling.com

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised effective date. Your continued use of the website after changes are posted means you accept the updated Privacy Policy.