

Privacy Policy

Effective Date: August 16, 2025

This Privacy Policy explains how Speranza Counselling Therapy (“we,” “our,” or “us”) collects, uses, stores, and protects personal information obtained through our website (speranzatherapy.com) and during the process of booking and providing counselling services.

By using this website or booking services, you consent to the practices described in this Privacy Policy.

1. About Us

Speranza Counselling Therapy is owned and operated by Nadine Roppo, a Registered Professional Counsellor with the Canadian Counselling and Psychotherapy Association (CCPA).

Email: nadineroppo@speranzatherapy.com

Phone: (780) 564-0011

2. Information We Collect

Data Collected Automatically

When you visit our website, certain technical information may be collected automatically, including:

- IP address
- General location (city, region)
- Browser, device, and operating system details
- Pages visited, links clicked, and content viewed

Data Collected Through Forms

When you fill out our contact or booking form, we may collect:

- First and last name

- Email address
- Phone number
- Information you choose to provide in your message

Data Collected During Counselling Services

When you become a client, additional information may be collected and stored in your counselling record, including session notes, appointment history, and billing information.

3. How We Use Personal Information

We use collected data for the following purposes:

- To respond to inquiries and communicate with potential or current clients
 - To schedule and confirm counselling appointments
 - To maintain records required for counselling services
 - To process payments and issue receipts
 - To analyze website traffic and improve site performance
 - To maintain site security and prevent misuse
-

4. Confidentiality in Counselling

As a Registered Professional Counsellor with the CCPA, Nadine Roppo adheres to strict professional standards of confidentiality. Information shared in sessions is private and will not be disclosed without your written consent, except where required by law:

- If there is an immediate risk of harm to yourself or others
 - If a child or vulnerable person is at risk of abuse, neglect, or danger
 - If records are required by court order or subpoena
-

5. Emergency Disclaimer

Our services and this website are not intended for crisis or emergency situations.

If you are in immediate danger or experiencing a mental health emergency, call 911 or go to your nearest emergency department.

6. Online and Phone Counselling

If counselling is provided by phone or video, secure platforms are used to protect your privacy. However, due to the nature of electronic communication, complete confidentiality cannot be guaranteed.

7. Who We Share Personal Data With

We do not sell your personal information. We may share data only with trusted third parties who enable us to provide services, including:

- Website hosting provider (to operate and maintain website functionality and security)
- Email service provider (to receive and respond to client inquiries)
- Insurance providers (only with client consent, to process billing or reimbursement)
- Analytics providers (to analyze traffic and improve site performance)

Data shared is limited to what is necessary to fulfill the purpose.

8. Data Retention

- Counselling Records: In accordance with Alberta regulations, counselling records are retained for 10 years after the last session, or 10 years after a client turns 18, whichever is later.
 - Website/Contact Form Data: Retained only as long as necessary to respond to inquiries or fulfill booking requests.
-

9. Data Security

We take reasonable measures to protect your personal data.

- Our website uses SSL encryption for all form submissions.
- Data is stored on secure servers managed by our hosting provider and is accessible only to authorized personnel.
- We follow the CCPA Code of Ethics in handling client information.

While we take precautions, no method of electronic transmission or storage can be guaranteed as completely secure.

10. International Data Transfers

Some personal data may be transferred and stored outside of Canada, including in the United States, when using third-party service providers such as hosting, email, or analytics tools. In such cases, your data is subject to the laws of the country in which it is stored.

11. Children and Youth

- The minimum age to use this website is 13 years old.
- We do not knowingly collect data from children under 13.
- For clients under 18, parental or guardian consent is required to access counselling services.

12. Your Rights

You have the right to:

- Request access to the personal information we hold about you
- Request corrections to your information
- Request deletion of your information, subject to legal and ethical requirements

Requests can be made by contacting our Privacy Officer:
nadineroppo@speranzatherapy.com | (780) 564-0011

13. Cookies

Our website uses cookies to improve functionality and user experience.

- Functional Cookies: Remember your selections and improve browsing experience
- Analytical Cookies: Collect anonymous usage data to help us improve website performance

You can disable cookies in your browser settings, but this may affect site functionality.

14. Changes to This Policy

We may update this Privacy Policy from time to time to comply with the law and reflect changes in our practices. Updates will be posted on this page with a revised effective date.

15. Contact Us

If you have questions, concerns, or complaints about this Privacy Policy or how your information is handled, please contact:

Privacy Officer
Nadine Roppo
nadineroppo@speranzatherapy.com
(780) 564-0011
