



## **Btwins Mental Health Services – Privacy Policy**

**Thank you for visiting <https://btwinsmentalhealth.com/>. . Your privacy matters to us.**

Our policy is simple: we do not collect personally identifiable information unless you choose to provide it. This Privacy Policy applies only to this website and does not cover practices on third-party sites linked to or from our pages.

Btwins Mental Health Services (“Btwins,” “we,” “our,” or “us”) is committed to protecting your privacy. This policy explains how we collect, use, and safeguard your information when you visit our website or engage in our outpatient mental health services. It is designed to comply with Minnesota privacy statutes, including the Minnesota Health Records Act (Minn. Stat. §144.291–144.298), applicable U.S. privacy laws, and general HIPAA expectations.

### **1. Information We Collect**

#### **Information You Provide**

We may collect information you voluntarily submit, including:

- Name
- Email address
- Phone number
- Contact preferences
- Information submitted through contact forms or appointment requests

We do not request or collect clinical or sensitive health information through our website. Any health information shared during treatment is protected under HIPAA and Minnesota Health Records laws.

#### **Information Collected Automatically**

When you visit our website, we may automatically collect:

- IP address
- Browser and device information
- Pages visited and time spent on the site
- Cookies or similar technologies used for basic site functionality and analytics

We do not use cookies for targeted advertising.

## **2. How We Use Your Information**

We may use your information to:

- Respond to inquiries or appointment requests
- Schedule and confirm appointments
- Send appointment reminders
- Provide and improve our website and services
- Communicate administrative updates
- Maintain website security and performance
- Comply with legal obligations

We do not sell or share your personal information for marketing purposes.

### **SMS Consent Communication**

By providing your phone number to Btwins Mental Health Services, you consent to receive text messages for appointment reminders, care updates, and service-related communication. If you consent to SMS communication, you may receive text messages related to:

- Appointment reminders
- Follow-up care instructions
- Billing or insurance inquiries
- Occasional clinic updates

**Message frequency:** Message frequency may vary.

- Reply STOP to opt out at any time.
- Text HELP for assistance

**Fees:** Standard message and data rates may apply.

If you prefer not to receive SMS messages, do not select the SMS consent box on our forms.

### **3. How We Protect Your Information**

We use reasonable administrative, technical, and physical safeguards to protect your information. While no system is completely secure, we follow industry standards and Minnesota legal requirements.

All clinical information is stored and handled in compliance with HIPAA and the Minnesota Health Records Act.

### **4. When We Share Information**

We may share information only in the following situations:

- With service providers who support our website or operations (e.g., hosting, email services)
- When required by law, court order, or regulatory authority
- To prevent or address security issues or potential harm

Service providers are not permitted to use your information for their own purposes.

We do not share mental health treatment information without your written consent, except as allowed under Minnesota law (e.g., emergencies, mandated reporting).

### **5. Children's Privacy**

Our website is not intended for individuals under 18, and we do not knowingly collect information from minors online.

### **6. Updates to This Policy**

We may update this Privacy Policy periodically. The "Last Updated" date at the top reflects the most recent revision.

### **7. Contact Us**

If you have questions about this Privacy Policy or your privacy rights, please contact:

**Btwins Mental Health Services**

12817 Main Street

Rogers, MN 55374

+1 (612) 488-6601

[info@btwinsmentalhealth.com](mailto:info@btwinsmentalhealth.com)

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## Footer :

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Address: 12817 Main Street, Rogers, MN 55374

Website: <https://btwinsmentalhealth.com/>