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Privacy Policy

Citrus Counseling Services

Last Updated: September 2026

Citrus Counseling Services (“CCS,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy describes how we collect, use, and protect information provided through our website, communications, and SMS appointment reminder program.

Information We May Collect

We may collect personal information that you voluntarily provide to us, including:

- Name
- Telephone number
- Email address
- Contact preferences
- Appointment-related information
- Information necessary to provide or coordinate services

Information related to behavioral health services may also be subject to additional privacy protections and applicable federal and state laws.

How We Use Your Information

Information collected by Citrus Counseling Services may be used to:

- Communicate with you regarding services
- Schedule and manage appointments
- Send appointment reminders
- Respond to questions or requests
- Coordinate services and administrative activities
- Meet applicable legal, regulatory, and operational requirements

SMS/Text Messaging Privacy

Citrus Counseling Services may send SMS/text messages to individuals who have provided consent to receive automated appointment reminders.

SMS messages are used for **appointment reminder and appointment-related purposes**. Consent to receive SMS messages is not a condition of receiving services from Citrus Counseling Services.

Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

Where applicable, information shared with service providers is limited to what is necessary to provide the applicable communication or service and is handled in accordance with applicable privacy and security requirements.

SMS Consent and Opt-Out

Individuals who have opted in to receive appointment reminder text messages may withdraw their consent at any time by replying **STOP** to an SMS message.

For assistance regarding text messages, reply **HELP** or contact Citrus Counseling Services directly.

Message and data rates may apply depending on your wireless carrier and service plan.

Additional information regarding our SMS appointment reminder program is available in our separate **SMS Terms & Conditions**.

Information Sharing

Citrus Counseling Services does not sell personal information or SMS opt-in information.

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

We may disclose information when required by law or when necessary to provide services through authorized service providers, subject to applicable privacy and confidentiality requirements.

Information Security

Citrus Counseling Services takes reasonable administrative, technical, and physical measures to safeguard personal information from unauthorized access, use, or disclosure.

Contact Us

For questions regarding this Privacy Policy, our SMS appointment reminder program, or your communication preferences, please contact:

Citrus Counseling Services

Phone: **909-793-1078**

Website: **ccs-cares.org**

Citrus Counseling Services may update this Privacy Policy periodically. Updates will be posted publicly with a revised “Last Updated” date.