



Website Privacy Policy

Mindscape Mental Health, PLLC

Effective Date: 09/01/2026

Website: www.mindsapementalhealth.com

Mindscape Mental Health, PLLC (“Mindscape,” “we,” “us,” or “our”) respects your privacy. This policy explains how we collect, use, and disclose information through our website, including our contact form, insurance benefits verification form, and chat feature.

Information We Collect

Information You Provide

We collect information you voluntarily submit through our website.

Contact form: This may include your name, email address, telephone number, communication preferences, and information included in your message.

Insurance benefits verification form: This includes the identifying and insurance information requested on the form. Depending on the fields completed, it may include your name, date of birth, insurance company, member or group identification numbers, policyholder information, and supporting documents you upload.

Chat: This includes the messages and contact information you provide through our Wix chat feature. Chat messages may be retained in our practice’s Wix account to respond to inquiries and maintain communication records.

Please provide only the information needed for your request.

Information Collected Automatically

Wix and enabled website features may collect technical and usage information, such as your IP address, browser and device information, pages visited, referring websites, and visit dates and times. The information available to our practice depends on our website’s privacy settings and your cookie choices.

How We Use Information

We use information collected through our website to:

- Respond to questions and consultation requests.
- Provide information about our services.
- Coordinate scheduling and intake.
- Verify insurance eligibility and benefits.
- Communicate about potential insurance coverage and costs.
- Operate, maintain, and secure our website.
- Understand website use and improve its content and functionality.
- Meet applicable legal and professional obligations.

Submitting a form, sending a chat message, or otherwise contacting us through the website does not establish a therapist-client relationship.

Insurance Benefits Verification

When you submit our insurance benefits verification form, we use the information provided to check eligibility and benefits. This may involve communicating with your insurance company or an authorized service provider assisting our practice with benefits verification.

Verification reflects information available at the time of the inquiry. It does not guarantee coverage, authorization, payment, or a final determination of your financial responsibility.

Cookies and Website Analytics

Our website is hosted by Wix and uses essential cookies and similar technologies to support website functionality, security, and fraud prevention.

We use Wix Analytics to understand how visitors interact with our website and improve its content and functionality. Depending on our privacy settings and your cookie choices, analytics information may include pages visited, referring websites, browser and device information, and visit dates and times.

You can manage cookies through your browser settings and, where available, our website's cookie preference controls. Disabling certain cookies may affect website functionality.

For additional information about Wix's handling of information, please review the [Wix Privacy Policy](#).

Advertising and Targeted Advertising



Our website does not display advertisements. Mindscape Mental Health, PLLC does not share personal information for targeted advertising.

Website Hosting and Service Providers

Our website, contact form, insurance benefits verification form, and chat feature are provided through Wix. Information submitted through these features is processed through Wix on behalf of our practice.

We may also use service providers to support practice operations, such as communications, insurance benefits verification, and client portal services. These providers receive information as needed to perform their services, subject to applicable legal requirements and contractual protections.

Mindscape Mental Health, PLLC has entered into a Business Associate Agreement with Wix governing Wix's handling of protected health information on our behalf.

We may disclose information when required or permitted by applicable law. Disclosures of protected health information are governed by applicable health privacy laws and our Notice of Privacy Practices.

Health Information and Our Notice of Privacy Practices

This policy describes our website privacy practices. Our separate **Notice of Privacy Practices** explains how we may use and disclose protected health information, our responsibilities, and your rights concerning that information.

When information submitted through our website qualifies as protected health information, applicable health privacy laws and our Notice of Privacy Practices govern its handling. This website policy does not replace that notice or limit your rights under it.

You may review our Notice of Privacy Practices on our webpage or request a copy using the contact information below.

SimplePractice Client Portal

Our website directs visitors to our SimplePractice client portal. Information submitted within that portal is processed through SimplePractice, separately from our Wix website.

Please review the privacy notices available through the portal, including SimplePractice's Client Portal Privacy Policy and our practice's Notice of Privacy Practices.



Current clients should use the SimplePractice client portal for treatment-related communication and clinical documents.

Appropriate Use of Forms and Chat

Please use our contact form and chat for general inquiries. Do not submit detailed clinical information, insurance identification numbers, or sensitive documents through those features.

Submit insurance information through the designated insurance benefits verification form and treatment-related information through the SimplePractice client portal.

Website forms and chat are not continuously monitored and should not be used for urgent or emergency needs. If you are experiencing an emergency, call 911 or go to the nearest emergency department.

Information Security

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. However, no website, electronic communication system, or internet transmission can be guaranteed completely secure.

Information Retention

We retain website inquiries and related information for as long as reasonably necessary to fulfill the purposes described in this policy and meet applicable legal and professional obligations.

Information incorporated into a clinical record is subject to the retention requirements applicable to that record.

Your Choices and Privacy Requests

You may choose not to submit information through our website. You may also contact us to ask about information you have provided or request access, correction, or deletion, where applicable.

We may need to verify your identity before responding. Certain information must be retained to meet legal or professional obligations and may not be eligible for deletion.

Rights concerning protected health information and clinical records are described in our Notice of Privacy Practices.

Children's Privacy

Our public website is intended for adults seeking information about our services, including parents and guardians seeking care for a minor. It is not intended for children under 13 to submit personal information independently.

If you believe a child under 13 has submitted personal information through our public website, please contact us so we can review and address the situation appropriately.

External Links

Our website may link to external websites and services, including SimplePractice. These services have their own privacy practices. Please review their privacy policies before submitting personal information.

Changes to This Policy

We may update this policy as our website, practices, or legal obligations change. Updates will be posted on this page with a revised effective date. We will provide additional notice when required by applicable law.

Contact Us

For questions about this policy or our website privacy practices, contact:

Mindscape Mental Health, PLLC

Attention: Privacy Officer

Email: info@mindsapementalhealth.com

Phone: (940) 202- 4515

Mailing Address: 5473 Blair Rd, Suite 100, #645900, Dallas, Texas 75231