**You Have A Village Privacy Policy**

Last modified: 11/13/2020

1. **About Your Privacy and This Privacy Policy**

**Your privacy is extremely important to us.** We respect your privacy and are committed to protecting it through our compliance with our Privacy Policy.

This Privacy Policy is intended to inform you of our policies, procedures, and practices regarding the collection, use, storage, and disclosure of any information that you provide through the Platform. This Privacy Policy describes:

* The types of information we may collect or that you may provide when you register with, access, or use our Platform;
* The ways in which we will protect and secure your information and your privacy; and
* Our practices for collecting, using, maintaining, and disclosing that information.

The Privacy Policy applies to documents and services that we provide through the Platform, our website, and any third-party apps that we may use, **and to information** that **we collect** through the Platform, our website, and any third-party apps that we may use**.** It **does not apply to any information that you may provide to or that is collected by any third party.**

The Privacy Policy is part of our “Terms and Conditions,” which can be found in our website. The terms in the Privacy Policy (such as, but not limited to, “we”, “our”, “us”, “Platform”, “Moderator”, “Services,” etc.) have the same meanings as in the Terms and Conditions.

**Please read the Privacy Policy carefully before you start to use the** Platform**.** It **is a legally binding agreement and the equivalent of a signed, written contract.** By typing your name at the end of this document where indicated, you represent that you have read and considered this Privacy Policy, are 18 years of age or older, live in the United States, and accept and agree to be bound and abide by this Privacy Policy.

The Platform is offered and available to users who are 18 years of age or older, are competent to enter into agreements, and reside in the United States or any of its territories or possessions. If you do not meet all of these requirements, you must not access or use the Platform (including without limitation the Services). You will not be allowed to access or use the Platform unless you indicate your agreement to this Privacy Policy and the Terms and Conditions. Following any revision to the Privacy Policy, you will not be allowed to continue to access or use the Platform unless you indicate your agreement to the revised version.

**If you do not agree to be bound to the Privacy Policy and the Terms and Conditions, you** decided to agree to it. Please place the check-box for the reader to click at the **BOTTOM** of the **must stop using the Platform immediately.**

1. **Information Collection, Use, and Disclosure**

So that we can operate the Platform effectively and to enable your use of the Platform, including the Services, we may collect your personally identifiable information (the “Information”). The Information may include, among other things:

* your name, phone number, email address, and street address,
* billing and payment information,
* other profile information,
* “Log Data” (including information such as your computer or device type, operating system, Internet Protocol (“IP”) address, phone number, pages that you visit and the amount of time spent on those pages, actions you take, and other statistics),
* information related to the Services or your need for Services, and
* any information that is exchanged between you and the Moderator.

**As noted in the Terms & Conditions, neither we, nor the Platform, nor any Moderator will provide you with any medical, behavioral, mental, or other healthcare services. There is no counselor/therapist/doctor-patient relationship between you and You Have a Village, Inc., the Platform, or any Moderator.** You may decide which Information, if any, you would like to share with us, but some functions of the Platform may not be available to you without providing us the necessary Information.

**If you do not agree to our methods of** Information **collection**, use, storage, or disclosure, you must not use the Platform or any of the Services.

In the course of receiving Services and/or participating in the Platform, including but not limited to participating in the Parent Support Groups, you may interact with other Participants and/or Users of the Platform and Services. **We are not responsible for the conduct of any Participant or User, and we cannot guarantee that any information that you choose to share with other Participants and/or Users will remain confidential.** If you choose to share any information with other Participants and/or Users of the Platform and Services, you accept and assume the risk that the confidentiality of the shared information may be violated. We recommend that you do not share any personally identifiable or sensitive information. We cannot guarantee anonymity during your use of the Platform and Services.

Protecting your Information is a top priority for us. We will never sell or rent your Information other than in the limited ways detailed in this Privacy Policy (see below).

**We may use your** Information for the following purposes:

* + To create your account on our Platform and let you log in to your account and use the Platform.
	+ To manage your account, provide you with customer support, and ensure you are receiving quality service.
	+ To contact you or provide you with information, alerts, and suggestions that are related to the service.
	+ For billing-related purposes.
	+ To reach out to you, either ourselves or using the appropriate authorities, if either we or a Moderator have a good reason to believe that you or any other person may be in danger or may be either the cause or the victim of a criminal act.
	+ To enable and facilitate the Services.
	+ To supervise, administer, and monitor the Platform and Services.
	+ To measure and improve the quality, the effectiveness, and the delivery of our Services.
	+ To market the Platform and Services to you.
	+ To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
	+ To comply with applicable state and federal laws, including
	+ but not limited to laws related to protecting client and public health and safety.
	+ To provide, support, personalize, and develop our Platform and Services.
	+ To personalize your Website experience, and to deliver content and product/service offerings relevant to your interests, including targeted offers and ads through our Websites, third-party sites, and via email or text message (with your consent, where required by law).
1. **Opting out of Marketing Communication**

You can opt out of receiving email marketing by unsubscribing using the unsubscribe link provided in all of our marketing email communications.

1. **Cookies and Web Beacons**

Like many websites, we use “cookies” and “web beacons” to collect information. A “cookie” is a small data file that is transferred to your computer‘s hard disk for record-keeping purposes. A “web beacon” is a tiny image, placed on a Web page or email that can report your visit or use. We use cookies and web beacons to enable the technical operation of the Platform, to administer your log-in to your account, and to collect certain Log Data. You can change your browser’s settings so it will stop accepting cookies or to prompt you before accepting a cookie. However, if you do not accept cookies you may not be able to use the Platform.

The Platform may also include the use of cookies and web beacons of third-party service providers. We may use third-party cookies or web beacons for the purposes of web analytics, attribution, and error management. We do not have access or control over these third-party cookies or web beacons, and they are not covered by our Privacy Policy.

1. **Social and General Information Tools**

We use several publicly available tools and information exchange resources, such as a blog, a Facebook page, a Twitter account, and others (collectively “Social Media Tools”). Any information that you provide or share while using Social Media Tools may be read, accessed, collected, and used by the owners, operators, and users of such Social Media Tools. **We are not responsible for the conduct of any owner, operator, or user of any Social Media Tool, and we cannot guarantee that any information that you choose to share through any Social Media Tool will remain confidential.** If you choose to share any information through a Social Media Tool, you accept and assume the risk that the confidentiality of the shared information may be violated. We recommend that you do not share any personally identifiable or sensitive information through Social Medial Tools.

1. **Phishing**

Online identity theft and account hacking, including the practice currently known as “phishing”, are of great concern. You should always be diligent when you are being asked for your account information and you must always make sure you do that in our secure system. We will never request your login information or your credit card information in any non-secure or unsolicited communication (email, phone, or otherwise). If you believe that your account was hacked, please contact us immediately.

1. **Links**

The Platform may contain links to other websites, services, or offers that are owned, operated, or maintained by third parties. If you click on a third-party link, you will be directed to that third website or service. The fact that we link to a website or service is not an endorsement, authorization, or representation of our affiliation with that third party, nor is it an endorsement of their privacy or information security policies or practices. We do not have control over third party websites and services and we do not have control over their privacy policies and terms of use. We are not responsible for the conduct of any such third party or for any damage that you might incur in connection with third parties.

1. **Security**

While using any Internet-based service carries inherent security risks that cannot be 100% prevented, our systems, infrastructure, encryption technology, operation, and processes are all designed, built, and maintained with your security and privacy in mind. We apply industry standards and best practices to prevent any unauthorized access, use, and disclosure. We comply with or exceed all applicable federal laws, state laws, and regulations regarding data privacy. Although we do our best to protect your information, we cannot guarantee the security of your information transmitted through the Platform. Any transmission of information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures that we provide.

1. **Service Providers**

We may employ third party companies and individuals to facilitate our Platform, to perform certain tasks which are related to the Platform, or to provide audit, legal, operational, or other services for us. These tasks include, but not limited to, customer service, technical maintenance, monitoring, email management and communication, database management, billing and payment processing, reporting, and analytics. We will share with them only the minimum necessary information to perform their task for us and only after entering into appropriate confidentiality agreements.

1. **Children’s Privacy**

The Platform is not intended for children under 18 years of age. We do not knowingly collect or solicit any information from anyone younger than 18, or knowingly allow such persons to become a User. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18 years old, please contact us immediately at info@youhaveavillage.com, and we will delete that information.

1. **International Transfer**

Your information (including without limitation the Information) may be transferred to — and maintained on — computers, databases, hard drives, servers, or the like that are located outside of your state, province, country, or other governmental jurisdiction. Regardless of where your data is stored, it will be maintained securely as outlined in this policy. By agreeing to this Privacy Policy and our Terms and Conditions, you consent to such information transfers.

1. **Compliance with Laws and Law Enforcement**

We cooperate with government and law enforcement officials to enforce and comply with the law. We may disclose information necessary or appropriate to protect the safety of the public or any person, to respond to claims and legal process (including but not limited to subpoenas), and to prevent or stop activity that may be illegal or dangerous. You should also be aware that Moderators may be obliged to disclose information to law enforcement or other authorities to conform to their professional and legal responsibilities. Specifically, and without limitation, you should be aware that the law requires mental health professionals to disclose information and/or take action in the following cases: (a) reported or suspected abuse of a child or vulnerable adult; (b) serious suicidal potential; (c) threatened harm to another person; (d) court-ordered presentation of treatment.

1. **General Data Protection Regulation (GDPR) Notice**

Please see our GDPR notice on our website: (Link) This applies to persons located in the European Union, a European Economic Area member state, or Switzerland.

1. **Personal Data**

You can view and edit any personal data that you have provided to us using this website. Automated processing of your Information is necessary to operate the Platform effectively and to provide counseling and related services. You Have A Village is the Controller with respect to your Information. You can contact our Data Protection Officer with questions, concerns or objections about this policy, or about your data by writing to:

You Have A Village, 10 Prince Place, Suite 106, Newburyport, MA 01950

1. **Changes to the Privacy Policy**

We may update this Privacy Policy at our sole discretion. The date of the latest revision of this policy appears at the beginning of this document. We encourage you to periodically review this webpage for the latest information on our Privacy Policy and practices. Regardless of changes to our Privacy Policy, we will never use the information you submit under our current privacy notice in a new way without first notifying you and giving you the option to opt out.

1. **Contacting us**

If you have any questions or concerns about this Privacy Policy or our privacy-related practices, please contact us by clicking the [“Contact”](https://www.betterhelp.com/contact) link at the bottom of any page in our website.