

## **Privacy Policy**

Protecting your private information is our priority. This Statement of Privacy applies to <http://centralrecoverycenter.org> and Central Recovery Center, LLC. and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Central Recovery Center, LLC. include <http://centralrecoverycenter.org> and Central Recovery Center. The Central Recovery Center website is a online counseling site. By using the Central Recovery Center website, you consent to the data practices described in this statement.

### **Collection of your Personal Information**

In order to better provide you with products and services offered on our Site, Central Recovery Center may collect personally identifiable information, such as your:

- Full Legal Names and Preferred Names
- E-mail Address
- Phone Number
- Area of concern regarding what brings client in, client's pronouns, client's age / date of birth, who filled out new client enrollment form
- Who filled out the client's new client enrollment form
- Client's date of birth and Age
- Client's pronouns
- Client's area of concern for what brings the client into counseling so a therapist can properly be connected to the client

Central Recovery Center may also collect anonymous demographic information, which is not unique to you, such as (but not limited to) your:

- Age
- Gender
- Race
- Religion
- Political Affiliation

- Household Income
- Information that is collected by trusted third parties such as (but not limited to) Facebook, Instagram, Google, YouTube, Pinterest, Snapchat, Twitter, and TikTok

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the Site. These may include: (a) registering for an account on our Site; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services on our Site. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

### **Use of your Personal Information**

Central Recovery Center collects and uses your personal information to operate its website(s) and deliver the services you have requested.

Central Recovery Center may also use your personally identifiable information to inform you of other products or services available from Central Recovery Center and its affiliates.

### **Sharing Information with Third Parties**

Central Recovery Center does not sell, rent or lease its customer lists to third parties.

Central Recovery Center may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Central Recovery Center, and they are required to maintain the confidentiality of your information.

Central Recovery Center may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Central Recovery Center or the site; (b) protect and defend the rights or property of Central Recovery Center; and/or (c) act under exigent circumstances to protect the personal safety of users of Central Recovery Center, or the public.

### **Tracking User Behavior**

Central Recovery Center may keep track of the websites and pages our users visit within Central Recovery Center, in order to determine what Central Recovery Center services are the most popular. This data is used to deliver customized content and advertising within Central Recovery Center to customers whose behavior indicates that they are interested in a particular subject area.

### **Automatically Collected Information**

Information about your computer hardware and software may be automatically collected by Central Recovery Center. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Central Recovery Center website.

### **Use of Cookies**

The Central Recovery Center website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Central Recovery Center pages, or register with Central Recovery Center site or services, a cookie helps Central Recovery Center to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Central Recovery Center website, the information you previously provided can be retrieved, so you can easily use the Central Recovery Center features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Central Recovery Center services or websites you visit.

## **Links**

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## **Security of your Personal Information**

Central Recovery Center secures your personal information from unauthorized access, use, or disclosure. Central Recovery Center uses the following methods for this purpose:

- SSL Protocol

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

## **Right to Deletion**

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or

reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;

- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

### **Children Under Thirteen**

Central Recovery Center collects personally identifiable information from children under the age of thirteen. Central Recovery Center collects this information for the following reason(s): In the event of a parent or legal guardian enrolling their child in counseling, Central Recovery Center will still need the same information that is collected from our client enrollment form. This information includes who filled out the child's new client enrollment form, parent's or legal guardian's name, parent's / legal guardian's phone number, parent's / legal guardian's email, client's name and preferred name, client's email, client's phone number, client's age, client's date of birth, client's pronouns, client's area of concern for what brings the client into counseling so a therapist can properly be connected to the client.

If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website. If you are a parent and you have questions regarding our data collection practices, please contact us using the information provided at the end of this Statement of Privacy.

**Changes to this Statement**

Central Recovery Center reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our site, and/or by updating any privacy information on this page. Your continued use of the Site and/or Services available through this Site after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

**Contact Information**

Central Recovery Center welcomes your questions or comments regarding this Statement of Privacy. If you believe that Central Recovery Center has not adhered to this Statement, please contact Central Recovery Center at:

Central Recovery Center, LLC.  
8050 N Palm Ave Suite 300  
Fresno, California 93711

Email Address:  
[info@centralrecoverycenter.org](mailto:info@centralrecoverycenter.org)

*Effective as of January 1, 2021*