

Valley Youth House Privacy Policy

Valley Youth House is committed to protecting the privacy of our clients, donors, and other stakeholders. This Privacy Policy outlines how we collect, use, and disclose personal information. Client PII/PHI is additionally covered in our [HIPAA Policy Statement]

Information Collection

We collect personal information from a variety of sources, including:

- **Directly from you:** We collect personal information when you provide it to us directly, such as when you fill out a form on our website, register for an event, or make a donation.
- **Indirectly from you:** We may also collect personal information about you indirectly, such as when you visit our website or interact with us on social media.

Use of Information

We use personal information for a variety of purposes, including:

- **To provide services:** We use personal information to provide services to our clients, such as counseling, housing, and education.
- **To communicate with you:** We use personal information to communicate with you about our services, events, and fundraising campaigns.
- **To improve our services:** We use personal information to improve our services and programs.
- **To comply with the law:** We use personal information to comply with the law, such as to report suspected child abuse or neglect.

Disclosure of Information

We do not sell or rent your personal information to third parties. We may share your personal information with third parties in the following circumstances:

- **With your consent:** We will share your personal information with third parties with your consent.
- **To provide services:** We may share your personal information with third parties who provide services to us.
 - a. Mobile opt-in /SMS consent data NOT is shared with third parties.
 - b. SMS opt-in or phone numbers for the purpose of SMS are not being shared with any third party and affiliate company for marketing purposes.
- **To comply with the law:** We may share your personal information with third parties to comply with the law, such as to report suspected child abuse or neglect.

Data Security

We take reasonable steps to protect your personal information from unauthorized access, use, or disclosure. We use a variety of security measures, including:

- **Encryption:** We encrypt your personal information when it is transmitted over the Internet.
- **Firewalls:** We use firewalls to protect our servers from unauthorized access.
- **Access controls:** We restrict access to your personal information to employees who need to know it to provide services to you.
- **Audits:** We regularly review access to your information by our staff and service providers to minimize the opportunity for unauthorized access.

Your Rights

You have the following rights with respect to your personal information:

- **The right to access your personal information:** You have the right to request a copy of your personal information.
- **The right to correct your personal information:** You have the right to request that we correct any inaccurate or incomplete personal information.
- **The right to delete your personal information:** You have the right to request that we delete your personal information.
- **The right to restrict the use of your personal information:** You have the right to request that we restrict the use of your personal information.
- **The right to object to the use of your personal information:** You have the right to object to the use of your personal information.

SMS Terms of Service

By opting into SMS from a web form or other medium, you are agreeing to:

- Receive SMS messages from Valley Youth House. This includes SMS messages for appointment scheduling, appointment reminders, outreach and follow-ups with your individual counselor.
- Message frequency varies.
- Message and data rates may apply.
- Message HELP for help. Reply STOP to any message to opt out.

Contact Us

If you have any questions about this Privacy Policy or your rights, please contact us at:

Valley Youth House
3400 High Point Blvd
Bethlehem PA, 18017

610.820.0166