

CRCSI Website Privacy Policy

Last Updated: September 2, 2019. Effective: September 2, 2019.

CRCSI values your privacy. This Privacy Policy details important information about the collection, use, disclosure, retention and protection of your personal information. CRCSI provides this notice about our practices to help you make an informed decision about whether to use or continue using the Site (as defined below). References to “we”, “us” and “CRCSI” are to CRCSI, Inc., a Pennsylvania corporation, with its offices at 100 New Salem Road Uniontown, PA 15401, USA, 1051 Morrell Avenue, Connellsville, PA 15425, USA, 125 Chaffee Street, Uniontown, PA 15401, USA, 1100 South Pittsburgh Street, Connellsville, PA 15425, USA, 250 East Fayette Street, Uniontown, PA 15401, USA.

By accessing the Site and any mobile Site, you are agreeing/accepting the terms of this Privacy Policy and you are consenting to the collection, use, disclosure and retention of your personal information in accordance with the practices described in this policy. This policy may change from time to time (see Changes to this privacy policy). Your continued use of the Site after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates. CRCSI will display this content on the Site and may distribute it through other third-party sites and services in its sole discretion.

Scope

This privacy policy applies to CRCSI.com and our other websites (collectively, "Site"). This privacy policy does not apply to any third party websites, mobile applications or services, or the offline collection of personal information by CRCSI.

CRCSI has created a separate [Cookie Policy](#) to detail our use of cookies and tracking technologies. The Cookie Policy forms part of this privacy policy and the Cookie Policy may be updated from time-to-time as specified in this privacy policy.

Information CRCSI Collects

CRCSI acts as a data controller when it collects personal information from you when you visit our Site. For purposes of this privacy policy, “personal information” means any data and information relating to an identified or identifiable natural person. CRCSI collects several types of information from you, including:

Information CRCSI receives from you:

- You may also provide us with your personal information when you voluntarily fill in forms on our Site. For example, you may provide us with your first and last name, telephone number, email address in our contact form.
- You may also provide CRCSI with personal information in order to participate in various activities on the Site such as responding to surveys, subscribing to newsletters or other mailing lists or completing a form related to one of our products or services.
- You may also provide us with your personal information when you report a problem with our Site.

Information CRCSI collects automatically:

- Cookies Information. When you visit the Site, we (and third parties with whom we partner) may send one or more cookies - a small text file containing a string of alphanumeric characters - to

your computer that uniquely identifies your browser. The cookies may transmit information about you and your use of the Site such as your browser type, IP address, and the date and time of your use of the Site. For more information about how CRCSI uses cookies and other tracking technologies, see our [Cookie Policy](#).

- **Log File Information.** When you use the Site, our servers automatically record certain information that your web browser sends whenever you visit any website. These server logs may include information such as your web request, Internet Protocol ("IP") address, browser type, browser language, referring/exit pages and URLs, platform type, number of clicks, domain names, landing pages, pages viewed and the order of those pages, the amount of time spent on particular pages and the date and time of your requests. CRCSI collects this information in order to improve the Site.
- **Location Information and Device Information.** When you access the Site from a mobile device or tablet, CRCSI may be able to collect your location information if this feature is enabled on your mobile device or tablet. In addition, if you are accessing the Site from your computer, then CRCSI may be able to collect your general location information from your IP address. CRCSI may use this information to provide you with a personalized user experience by showing you content relevant for your geographic location. If you are accessing the Site through a mobile device or tablet and you do not want to share your precise geolocation information with CRCSI, then you may be able to turn off this feature on your mobile device or tablet. CRCSI may also collect information it receives from your devices when you access the Site including: Device ID or unique identifier, device type, ID for advertising, and unique device token.
- **Third-Party Use of Cookies and Other Tracking Technologies.** Some content or applications on the Site are served by third-parties. These third parties may use cookies alone or in conjunction with web beacons and other tracking technologies to collect information about you when you use our Site. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. CRCSI does not control these third parties' tracking technologies or how they may be used.

Information CRCSI receives from other sources:

- CRCSI may also receive personal information about you from third parties, for example, our business partners.

How CRCSI Uses Information

CRCSI uses the information, including personal information, that we collect about you or that you provide to us for a range of different business purposes. We use your personal information to track usage of the Site, to market the Site, to improve the Site features and functionality, to backup our systems and to provide customer support. Our legal basis for processing your personal information is to carry out our legal obligations, to protect your vital interests, for our legitimate business interests, to provide you with notices, and for other purposes with your consent.

We use your personal information:

- To provide our Site and its contents to you

- To provide customer support, including responding to your requests and contacting you about the requests
- To provide other services requested by you such as to connect you to other users or health care providers on the Site. If you send messages through CRCSI, please note that CRCSI may store these messages in order to deliver them. When contacting you to connect you to health care providers on the Site, CRCSI may contact you via email, SMS/text messages or by telephone. Message and data rates may apply
- To monitor the usage of our Site, improve the quality and design of the Site, and create new features, functionality, and services
- To investigate illegal activities on the Site or activities that violate our [Terms of Service](#)
- To detect, prevent and address technical issues, and improve the security of our Site
- To gather analysis or valuable information so that we can improve our Site
- To contact you by email in order to offer you special promotions or poll your opinions through surveys or questionnaires
- To contact you by email to notify you of major Site changes
- To allow you to participate in interactive features on our Site
- To fulfill any other purposes for which you provide it

With your consent, which you may withdraw at any time, CRCSI also uses your personal information:

- To send commercial or marketing messages
- For any other purpose, with your consent

When CRCSI Discloses Information

Third Party Service Providers

- We provide personal information and non-personally-identifiable information to our subsidiaries, affiliated companies, or other businesses or persons for the purpose of processing such information on our behalf, including, but not limited to, providing analytics, monitoring our Site, A/B testing, marketing, or distribution of surveys. We require that these parties agree to process such personal information in compliance with this privacy policy and any other appropriate confidentiality and security measures as well as for the sole purpose of providing the specific service to CRCSI. The third party service providers are not permitted to share the personal information or use it for any other purpose.
- We do share anonymous aggregated user data (such as usage data, referring/exit pages and URLs, platform types, number of clicks, etc.) with interested third parties to assist them in understanding the usage patterns for certain content, services, and/or functionality on the Site.

Fulfill Your Requests

- We will use your personal information to fulfill the purpose for which you provide it. For example, if you submit your first and last name, email address, telephone number, treatment desired and questions or comments through a form on a specific health care provider's profile page, then CRCSI will disclose this information to the health care provider identified on the form. In addition, if you submit your mobile phone number through this form, then you understand and consent to CRCSI and/or the health care provider sending you text messages. You understand that standard text messaging fees and data rates may apply. The information you provide through this form is not used by CRCSI for any other purpose.

Legal Requests and to Comply with State and Federal Laws

- We may disclose personal information if such action is necessary to comply with a legal obligation, to comply with state and federal laws or to respond to a court order, subpoena, or search warrant. CRCSI may disclose any of your messages or other content as part of investigations into the use and operation of the Site.
- CRCSI also reserves the right to disclose personal information that CRCSI believes, in good faith, is appropriate or necessary to enforce our Terms of Service, take precautions against liability, to investigate and defend itself against any third-party claims or allegations, to protect the security or integrity of the Site, and to protect the vital interests, property, or personal safety of CRCSI, our users or others.

In the Event of Merger, Sale, or Bankruptcy

In the event that CRCSI is acquired by or merged with a third party entity, we reserve the right, in any of these circumstances, to transfer or assign the information we have collected from you as part of such merger, acquisition, sale, or other change of control. In the unlikely event of our bankruptcy, insolvency, reorganization, receivership, or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors rights generally, we may not be able to control how your information is treated, transferred, or used.

Your Choices

We have created mechanisms to provide you with the following control over your personal information:

- You can choose not to provide personal information through our Site, in which case CRCSI may not be able to provide certain services to you or respond to your requests.
- If we have sent you a promotional email, you may unsubscribe to receive future emails via the unsubscribe link in that email.

Our Commitment to Data Security

CRCSI uses commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your personal information. We cannot, however, ensure or warrant the security of any information you transmit to the Site and you do so at your own risk. Once we receive your information, CRCSI makes commercially reasonable efforts to ensure the security of your information. However, please note that this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

If CRCSI learns of a security systems breach, then we may attempt to notify you electronically so that you can take appropriate protective steps. CRCSI may post a notice on the Site if a security breach occurs. Depending on where you live, you may have a legal right to receive notice of a security breach in writing. To receive a written notice of a security breach (or to withdraw your consent from receiving electronic notice) you should notify us using our [contact form](#).

Visiting crcsi.org from outside the United States

The Site is hosted in the United States. If you are accessing the Site from outside the United States, please be advised that the information you provide CRCSI may be transferred to, processed and stored in the United States where the CRCSI servers are located and our central database is operated. You acknowledge and understand that the data protection and other laws of the United States might not be as comprehensive as those in your country. Through your continued use of the Site (which is governed by U.S. law, this privacy policy, and our Terms of Service), you consent to the transfer of your personal information to the United States.

Retention of Personal Information

CRCSI will retain your personal information only for as long as is necessary for the purposes set forth in the privacy policy. CRCSI will retain and use your personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your personal information to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Important Information

Call Monitoring and Recording

Telephone calls to or from CRCSI may be recorded and monitored by us. CRCSI records and monitors telephone calls for user support services and for staff training purposes. CRCSI retains the recordings for a reasonable period of time in order to fulfill the purpose for which the telephone calls were recorded and then the recordings are deleted.

How We Respond to Do Not Track Signals

CRCSI currently does not respond to "Do Not Track" signals because there is not an industry or legal standard for such signals.

Automated Decision-Making

CRCSI does not use any personal information provided by you for the purposes of automated decision-making.

Links to Other Sites

Our Site may contain links to other websites that are not operated by CRCSI. If you click on a third-party link, you will be directed to that third-party's website. This privacy policy does not apply to the third-party websites and CRCSI encourages you to review the privacy policy of the third-party websites you visit.

Changes to this Privacy Policy

This Privacy Policy may be revised periodically and this will be reflected by the "effective date" above. If we make any material changes in the way in which your personal information is collected, used or disclosed, then we will notify you through the Site or by email. You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on

this page. If you object to any of the changes to the privacy policy, then you can close your account by contacting us as provided below.

How You Can Contact Us

If you have any questions or complaints about the use or disclosure of your personal information, this privacy policy, or our privacy practices, please contact CRCSI by sending an email to our data protection office at admin@crcsi.org.