

## **Legal Disclaimer**

Capital City Youth Services is a private, non-profit corporation, funded in part by United Way of the Big Bend, the Florida Department of Juvenile Justice (via The Florida Network of Youth and Family Services, Florida Department of Children and Family Services, via Big Bend Community Based Care), United States Department of Health and Human Services, Florida Department of Agriculture and Consumer Services, Leon County, City of Tallahassee, and private donations. Capital City Youth Services is a member of the Florida Network of Youth and Family Services and the National Network for Youth.

A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE WITHIN THE STATE. 1-(800)435-7352. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE.

## **Online Privacy Statement**

This privacy policy sets out how Capital City Youth Services, Inc. (CCYS) uses and protects any information that you give when using this website.

CCYS is committed to ensuring that your privacy is protected. CCYS may change this privacy policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

This privacy policy is effective from December 3, 2014.

## **What We Collect and What We Do With The Information We Gather**

CCYS does not collect personally identifiable information from individuals unless they provide it voluntarily and knowingly. If a visitor submits personal information to use the various features of the site, CCYS uses the information supplied for the purpose of providing services requested. CCYS may also contact visitors from time to time with information that relates to their requests or interests.

CCYS collects two types of information: personal voluntary registration information, such as name and email address; and non-personal statistical information, such as site traffic and usage patterns. This information is used primarily to deliver requested information, arrange for services, and to improve the design and structure of the site. It is used solely by CCYS and others involved in the operation of this website and will never be sold or given to third parties.

## **Children Under 13**

If a youth under the age of 13 voluntarily provides personal information through the website, the information will be used to contact the parent/guardian of the youth to deliver requested

information and/or arrange for services. The personal information of minors is not made public, retained and will not be sold or given to third parties. The parent/guardian of the youth has the right to contact CCYS about the use of the personal information by using any of the available methods listed on the Contact page.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How We Use Cookies**

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to consumer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose 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. This may prevent you from taking full advantage of the website.

## **Links to Other Websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question.

## **Questions About This Privacy Policy**

If you have any questions about this privacy policy, you can contact us through any of the available methods listed on our Contact page.

## **Client Confidentiality Policy**

### **Confidentiality**

We maintain a policy of strict compliance with State and Federal confidentiality laws and State Administrative Rules. No confidential information will be released to or requested from other persons, organizations, agencies or other third parties without your informed written consent, except in response to a court order or as otherwise required by law, and/or to protect you and others from injury, abuse or neglect as provided below.

### **Your Service Information Rights**

**To Review Your Records** - You have the right to review your records with sufficient notice for as long as we maintain your record. You may request that your information be released to anyone of your choosing. You may request that information be sent to alternative addresses and in alternative formats.

**To Obtain an Accounting of the Information Released From Your Record** - You have the right to request a list of the disclosures of your protected information that we have made outside of CCYS. Your request must be made in writing. The request must state the time period of the disclosures.

**To Request Amendments to Your Record** - If you believe something in your record is incorrect or incomplete, you may request that it be amended. This request must be made in writing to the CCYS. Your request must state exactly what information is incomplete or inaccurate and your reasoning that supports your request. We will provide you with a timely response. We are allowed to deny your request if it is not in writing or does not include a reason to support the request. We may also deny your request under the following conditions: 1) If the information was not created by CCYS, 2) If the person who created the information is no longer available to make the amendment, 3) If the information is not a part of the information maintained by or for CCYS, or 4) We believe the existing information is accurate and complete.

In cases where we deny a request, you may write a statement that you disagree with us. We will then add our response and your statement to the record. With your written permission, we will also make reasonable efforts to inform those people that have received the challenged information that an amendment has been made.

**To Request Confidential Communications** - You have the right to request how we communicate with you to preserve your privacy. For example, you may request that we only call you at work or by mail at a special address or post office box instead of your home address. Your request must be in writing and

must specify how or where we are to contact you. We will accommodate all reasonable requests.

### **How We May Use Your Information**

*For Service Delivery* - We will use your information to provide, coordinate, or manage the services we will provide to you. The minimum amount of information necessary to accomplish treatment goals may be disclosed to supervisors, other treatment team members, consultants and administrators.

*For Business Operations* - We may use your information to support our business activities and to improve the quality of our services. For example: we may use your records when evaluating the services you received. We may also disclose your information to oversight and accrediting agencies and for activities authorized by law such as audits, investigations, inspections, and licensure.

*Governmental Entities* - We are required to share information with State and Federal governmental entities to determine our compliance with federal and state laws.

*Appointments and Communication* - We may contact you at the phone number you provided with regard to appointments, treatment and/or other issues that relate to the services you are receiving.

*Training and Fundraising* - Information that does not contain your personal identifiers may be disclosed for training and fundraising purposes.

*For Reporting Child Abuse* - Staff with reasonable cause to believe that a child may be subjected to abuse or neglect are required by law to report this to the Florida Department of Children and Families.

*For Reporting Risk of Harm to Clients and Others* - Staff with reasonable cause to believe that a risk exists of serious, immediate, physical or emotional injury, or death may inform law enforcement agencies and persons who may be affected by threatened action. Staff may also take steps to facilitate or secure the client's hospitalization, if warranted. Suspected criminal gang involvement and/or criminal activity on our premises may require the sharing of information with law enforcement agencies.

*For Performance Quality Improvement* - Performance Quality Improvement (PQI) or Peer Review is another valuable process that CCYS uses to improve services. PQI activities may include the review of client records. Some of the findings may be published for use within and outside of CCYS but your name and other information that would identify you will not be used in any publications and reports.

*Confidentiality and Privacy Complaints* - If you want to file a privacy or confidentiality complaint with CCYS or have any questions regarding your privacy rights or the information in this notice, please contact the CCYS by mail or phone:

Capital City Youth Services  
Attn: Chief Operating Officer  
2407 Roberts Ave.

Tallahassee, FL 32310  
850-576-6000