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Privacy Policy

Effective Date: 10/1/2024

This Privacy Policy outlines the types of personal information Spectrum Care Management and Counseling ("we," "our," or "us") collects, uses, and protects in accordance with CTIA (Cellular Telecommunications Industry Association) guidelines and applicable state privacy laws, including but not limited to the New Jersey Consumer Privacy Act (NJCPA) and other relevant privacy regulations.

1. Information We Collect

We do not collect any personal identifiable information (PII), financial information, location data, or demographic information when clients text us. The only information we collect pertains to:

- **Service Usage Information:** This includes information related to your interactions with our services, such as the frequency of communication and general service engagement for tracking and improving our service delivery.

2. How We Use Your Information

We use service usage information solely for the following purposes:

- **Service Provision:** To provide and improve support coordination services.
- **Communication:** To respond to your inquiries and manage ongoing service-related communications.
- **Compliance:** To comply with legal and regulatory requirements, including those under New Jersey state law and CTIA guidelines.

3. Sharing of Information

We do not sell or rent your service usage information to third parties. However, we may share this information under the following circumstances:

- **With Service Providers:** Trusted third-party service providers may receive service usage information for purposes such as IT support and communication facilitation.
- **Legal Requirements:** We may disclose your service usage information to comply with a legal obligation, court order, or government request.

4. Your Privacy Rights

As a resident of New Jersey, you have the following rights regarding your personal information, should it be applicable in the future:

- **Right to Access:** You may request access to the service usage information we collect.
- **Right to Delete:** You may request that we delete any collected service usage information.
- **Right to Opt-Out:** You have the right to opt-out of certain data processing activities.

To exercise your rights, please contact us at [Insert Contact Information]. We will respond to your request within 30 days in accordance with applicable laws.

5. Data Security

We implement appropriate measures to protect the service usage information we collect from unauthorized access, use, or disclosure, including encryption and secure storage practices.

6. Children's Privacy

We do not knowingly collect any information from children under the age of 13 in compliance with the Children's Online Privacy Protection Act (COPPA).

7. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our data handling practices. When we make changes, we will notify you by updating the effective date of this policy and providing notice as required by law.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your service usage information, please contact us at:

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