Privacy Policy

This Privacy Policy (the "Policy") applies to the website of CEID.org (the "Website"), a Californiabased website. At CEID.org, we are dedicated to protecting your privacy and safeguarding the personal information you share with us. This Policy outlines how we collect, use, and protect your personal information as required by California law and applicable federal regulations.

Information We Collect

We may collect the following types of information when you visit or interact with our Website:

a. Personal Information: We may collect personal information that you voluntarily provide, such as your name, email address, postal address, and phone number, when you fill out forms, subscribe to newsletters, make purchases, or communicate with us.

b. Non-Personal Information: We may automatically collect non-personal information, including your IP address, browser type, and device information, to enhance our Website's functionality and improve your user experience.

How We Use Your Information

We may use your personal and non-personal information for the following purposes:

a. To provide and improve our services, including responding to your inquiries, delivering products and services, and processing payments.

b. To send you updates, newsletters, and other communications related to our products, services, and relevant information.

c. To analyze and improve our Website's performance, user experience, and marketing efforts.

Sharing Your Information

We do not sell your personal information. However, we may share your information with trusted third-party service providers to fulfill the purposes outlined in this Policy. These service providers are bound by agreements to maintain the confidentiality and security of your personal information.

Your Privacy Rights

California residents have specific rights regarding their personal information, as outlined in the California Consumer Privacy Act (CCPA). These rights may include access, deletion, and opting out of data sales. If you are a California resident and wish to exercise these rights, please contact us at [Contact Email or Phone Number]. We will respond to your request in compliance with the law.

Security

We employ reasonable security measures to protect your personal information against unauthorized access, disclosure, alteration, and destruction. However, no online data transmission or storage can be guaranteed as entirely secure. Please take precautions when sharing information with us online.

Cookies and Tracking Technologies

Our Website may use cookies and similar tracking technologies to enhance your user experience. You can modify your browser settings to block or manage cookies. However, doing so may affect the functionality and features of the Website.

Changes to Our Privacy Policy

We may update this Policy periodically to reflect changes in our practices and legal requirements. Any revisions will be posted on this page with an updated effective date.

Contact Us

If you have any questions, concerns, or requests related to your privacy and our privacy practices, please contact us at: 510-848-4800

This Privacy Policy was last updated on 10/23/23.

By using our Website, you consent to the practices described in this Privacy Policy. We encourage you to review this Policy periodically for any updates.

SMS Privacy Policy Last Updated: 9/11/24

1. Overview of SMS Program

Our SMS program provides updates, notifications, and promotional messages related to our services. By subscribing to our SMS program, you consent to receive SMS messages at the phone number provided. Message frequency may vary based on your interaction with our service.

2. Types of Personal Information We Collect We may collect the following personal information to facilitate our SMS program: Name Phone number Email address (if applicable) Other contact information (if applicable)

3. Methods of Data Collection We collect personal data through the following methods: Online Forms: Information is collected when you submit a form on our website to subscribe to our SMS program.

Physical Forms: Information is collected when you fill out and submit a physical form at one of our locations or events.

4. How We Use Your Personal Data The personal data we collect is used to:

Send you SMS messages related to updates, notifications, and promotional offers. Communicate policy updates and other service-related information. Prospect for new policies and clients, where applicable. Improve our services and tailor our communications to better meet your needs.

5. Storage, Maintenance, and Protection of Personal Information We store and maintain your personal information in secure databases protected by industry-standard security measures. We take appropriate steps to protect your personal data against unauthorized access, disclosure, alteration, or destruction.

6. Sharing Personal Data with Third Parties We do not share your mobile information with third parties or affiliates for marketing or promotional purposes. Additionally, all the categories of personal data mentioned above exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties under any circumstances. However, we may share your data with trusted service providers who assist us in operating our SMS program, provided they agree to keep your data confidential and use it solely for the purpose of providing services on our behalf.

7. Managing Your Personal Information You have the right to access, correct, verify, or remove your personal information at any time. To manage your information, please contact us at 510-848-4800.

Opt-Out Option: If you wish to opt-out of receiving SMS messages, you may do so at any time by replying "STOP" to any of our messages or by contacting us directly at 510-848-4800. Opting out will not affect your other interactions with our services.

8. Contact Us If you have any questions or concerns regarding this SMS Privacy Policy or our data practices, please contact us at: CEID 1035 Grayson Street Berkeley CA 94710 510-848-4800 [Info@ceid.org](mailto:Info@ceid.org)

**Terms and Conditions**

**Center for Early Intervention on Deafness** (“CEID”, “we,” “us,” or “our”) provide this website (“Site”) to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of this Site constitutes your agreement to all such terms, conditions, and notices.

**MODIFICATION OF THESE TERMS OF USE**

We reserve the right to change the terms, conditions, and notices under which this Site is offered, including but not limited to the charges associated with the use of this Site.

**LINKS TO THIRD PARTY SITES**

This Site may contain links to other websites ("Linked Sites"). The Linked Sites are not under our control and we are not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. We are not responsible for webcasting or any other form of transmission received from any Linked Site. We are providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by us of the site or any association with its operators.

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**CONTENT YOU SUBMIT**

When using this Site, you may have the opportunity to submit reviews or feedback regarding your experiences with us, and to participate in bulletin boards, chat areas, news groups, forums, communities, personal web pages, calendars, and/or other message or communication features designed to enable you to communicate with the public at large or with a group (collectively, "Communication Services"). You agree to use the Communication Services only to post, send, and receive messages and material that are proper and related to the particular Communication Service.

By way of example, and not as a limitation, you agree that when using a Communication Service, you will not post content that contains:

* Personal and confidential information, including phone numbers, addresses, and health information;
* Vulgar content, including offensive, derogatory, obscene, profane, or inflammatory language or content;
* Threats or personal attacks on others;
* Discriminatory content or hate speech, including content that advocates against groups of people based on their race, ethnic origin, religion, disability, gender, gender identity, sexual orientation, age, or veteran status;
* Misrepresentations, including content submitted fraudulently on behalf of others or that misrepresents the your identity or connection with us or our practice;
* Non-applicable content, including posts that are not specific to us or our practice;
* Advertising or solicitations;
* Illegal content; or
* References to or information about ongoing legal matters or proceedings.

You further agree that you will not:

* Upload files that contain software or other material protected by intellectual property laws (or by rights of privacy of publicity) unless you own or control the rights thereto or have received all necessary consents.
* Upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer.
* Conduct or forward surveys, contests, pyramid schemes or chain letters.
* Download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner.
* Falsify or delete any legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded.
* Restrict or inhibit any other user from using and enjoying the Communication Services.
* Violate any code of conduct or other guidelines which may be applicable for any particular Communication Service.
* Harvest or otherwise collect information about others, including e-mail addresses, without their consent.

We have no obligation to monitor the Communication Services. However, we reserve the right to review materials posted to a Communication Service and to remove any content that does not comply with these terms or any publicly posted content that includes personal and confidential information. We reserve the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever. Content uploaded to a Communication Service may be subject to posted limitations on usage, reproduction, and/or dissemination. You are responsible for adhering to such limitations if you download the content. If you would like to remove your own review from this Site, please contact us.

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**MESSAGING SUMMARY**

By opting into our SMS messaging service, you agree to receive text messages from **Center for Early Intervention on Deafness** regarding your appointments, feedback requests, and office notifications. Message frequency may vary based on your interactions with our services.

**Types of Messages:**

* Appointment Reminders: Notifications regarding upcoming scheduled appointments.
* Feedback Requests: Requests for feedback on the service you received.
* Office Notifications: Important updates, including changes to our operating hours.

**Message Frequency:** Messages will be sent periodically based on your appointments and interactions with our office. Frequency may vary depending on the services you utilize.

**Message and Data Rates:** Message and data rates may apply. Please check with your mobile carrier for details on messaging costs.

**Privacy Policy:** Your privacy is important to us. Please review our Privacy Policy at **[Insert Privacy Policy URL]** to understand how we collect, use, and protect your information.

**HELP Instructions:** For assistance, text HELP to **510-848-4800**, or call our team at **510-848-4800.**

**STOP Instructions:** To opt out of SMS messages, text STOP to **510-848-4800**. You will receive a final confirmation message, and no further messages will be sent unless you opt back in.

By continuing to use our SMS messaging service, you acknowledge and agree to these terms.