

# **Key Outpatient LLC, Key Mentoring LLC, Key Housing LLC Privacy Policy**

This Privacy Statement explains the types of personal information we collect and how we use, disclose and protect that information.

## **Privacy Details**

Relationships are built on trust. One of the most important elements of trust is respect for an individual's privacy. Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC values its relationship with you, and we take your personal privacy seriously. We are committed to ensuring that users of this website understand this website's privacy practices. This Privacy Statement will outline (1) what personal information may be collected, (2) how that personal information may be utilized, (3) who may have access to the personal information, and (4) how the personal information is protected within the secure infrastructure of this website. This Privacy Statement applies to this website, the services provided and the information collected.

If you have questions or concerns about this Privacy Statement and/or the privacy practices of this website, please contact Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC Office at 1251 Westwood Blvd., Los Angeles, CA 90024 or via the "Contact Us" function within this web site.

## **Commitment to Confidentiality**

Confidentiality is a top priority at Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC. We are committed to maintaining the highest level of confidentiality with all of the information we receive from this website's users. This Privacy Statement assures you that the information you share with Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC is kept confidential and fully secure. Links to other websites may be available to provide you with additional useful information and services. Links that take you off this website are clearly labeled. Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC is not responsible for the privacy policies or actions of those who control other websites. We encourage you to look for and review the privacy policies of any website you visit.

Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC may also partner with third parties and provides links to their websites to offer you additional information and services. You may see both the Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC logo and the third party's logo on these third-party websites. Users of these websites should be aware of who is collecting personal information and who's Privacy Statement applies before they provide personal information. Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC may not have control over third-party partners' use of your information.

## **Collection and Use of Personal Information**

Users of this website have the option to provide certain personal information. This personal information may be required in order to receive specific services. By providing such information, you are agreeing that Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC may store, process, and review such information. And we may use this personal information for the purpose for which it was collected and as otherwise set forth on this page.

We collect certain personally identifiable information from our users at different places within this website. Our definition of personally identifiable information includes any information that may be used to specifically identify or contact you, such as your name, mail address, telephone number, etc. Certain information may not be personally identifiable when standing alone (e.g., your age), but may become so when combined with other information (e.g., your age and address).

We may use the voluntarily provided personally identifiable information to contact our users for marketing communication purposes, including updates to existing products and services, information about new products and services, upcoming events, surveys, and other announcements or inquiries. Users who do not wish to receive such communications via email can choose to opt-out.

We recognize that when website users choose to provide personal information, they trust that we will protect their privacy and will provide them with choices about how that information is to be shared. Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC will not sell, trade, rent or disclose the

do so by law.

There are instances in which Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC may disclose website user's personal information to our business partners, affiliates, and subsidiaries to enable them to perform functions on our behalf. These companies are only permitted to share, store and/or use personal information for contracted business purposes.

We may share your personal information when we believe that such action is necessary to: (1) fulfill an enforceable government request; (2) conform with the requirements of the law or legal process; (3) protect or defend our legal rights or property, this website, or other users; or (4) protect your health and safety or the health and safety of this website's users or the general public.

### **Technology Use on this Website**

Information about you and your use of this website is collected through the use of session cookies. Session cookies are small text files that are stored within your computer. These files are used to facilitate your navigation throughout this website. Information stored within session cookies are not tied to your Personally Identifiable Information.

If you are concerned about the storage and use of cookies, you may be able to direct your Internet browser to notify you and seek approval whenever a cookie is being sent to your hard drive. You may also delete a cookie manually from your hard drive through your Internet browser or other programs. You can also set your browser to refuse all cookies. Please note, however, that some parts of this website may not function properly or be available to you if you refuse to accept a cookie or choose to disable the acceptance of cookies.

To gauge the effectiveness of this website, we may collect non-personal information about our website users. This information may include, among other things, your: IP address, browser type, internet service provider (ISP), domain names, referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the website, to track users' movements around the site and to gather demographic information about our user base as a whole. We do not link this automatically collected data to personal information.

### **Internal Security Procedures**

Information that you share on the website is kept strictly confidential and fully secure. Your encrypted (encoded) information is protected using "Secure Socket Layers (SSL)" as it passes between your browser and this website. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. Only authorized persons are permitted to access your personal information. All authorized persons must abide by security, privacy, and confidentiality agreements.

#### **E-mail**

If you send questions or comments to an e-mail address listed within this website or via a contact form located within this website, we will share your correspondence with a Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC associate most capable of addressing your questions and concerns. We will retain your communications until we have done our very best to provide you with a complete and satisfactory response. Ultimately, we will either discard your communication or, in some cases, archive it. We will not keep your e-mail address for secondary purposes. All information and correspondence you share with us will be handled in the strictest confidence.

We may agree that e-mail has become a standard communication tool used by many different parties. Unfortunately by design standard Internet e-mail is not secure. For that reason, please do not use unsecured e-mail to communicate information to us that you may consider to be confidential. For

communications concerning confidential information, please, reference the communication options located within "Contact Us" section of this website.

### **Text Messaging**

From time to time, we may run certain campaigns that provides Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC with the ability to send a (SMS) text message. The submission of your mobile phone number, via an advertising campaign, grants Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC permission to send that (SMS) text message. Although there is no fee associated with this service, your carrier may charge you for each message you receive in accordance with your carrier or calling plan. You agree that Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC is not responsible in any way for such charges.

### **Email**

We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. Unless you ask us not to, we may contact you via email in the future to tell you about services, offers and/or information related to Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC. You may opt out of any future contacts from us at any time by contacting 'info@keytransitions.com' with your request.

### **California Privacy Rights**

Residents of the State of California, under certain provisions of the California Civil Code, have the right to request from companies conducting business in California a list of all third parties to which the company has disclosed certain personally identifiable information as defined under California law during the preceding year for third party direct marketing purposes. You are limited to one request per calendar year. In your request, please attest to the fact that you are a California resident and provide a current California address for our response. You may request the information in writing by contacting Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC at the contact information listed at the bottom of this Privacy Statement.

### **Privacy Statement Changes**

This Privacy Statement is effective as of December 2017. This Privacy Statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party.

If we decide to change this website's privacy practices, we will post those changes to this Privacy Statement, so that you are aware of what information is being collected, how the information is being used, and under what circumstances, if any, the information may be disclosed. Key Outpatient LLC, Key Mentoring LLC, & Key Housing LLC reserves the right to modify this Privacy Statement at any time, so please review it frequently.