

## **PROMISES BEHAVIORAL HEALTH**

### **Privacy Policy**

**PLEASE READ THIS PRIVACY POLICY  
CAREFULLY BEFORE USING THIS SITE.**

**Promises Behavioral Health, LLC (“Promises”) understands how important the privacy of personal information is to our users. This Privacy Policy will tell you what information we collect about you and about your use of our site. It will explain the choices you have about how your personal information is used and how we protect that information. We urge you to read this Privacy Policy carefully.**

**If you do not want us to collect, use or disclose information about you and your use of our sites as described in this Privacy Policy, then you should not use the sites or services. By using our sites, you must agree to the Promises Terms of Use, which is the contract between us and users of our sites. By accepting the Promises Terms of Use, you confirm that you have read and understand this Privacy Policy and you acknowledge that we will store, use and otherwise process your information in the United States where we are located.**

**Promises may revise and update this Privacy Policy at any time. Your continued usage of this site will mean you accept those changes.**

#### **No Conflict of Interest**

**We do not run ads or any other advertising on our site as a means of finance. No funding is generated from any advertising or external sources, and there is no conflict of interest to disclose on this site or the content herein.**

#### **What Information Do We Collect from Visitors to Our Site?**

**When visiting our sites, our server automatically logs your visit. The server logs may include information such as your web request, internet protocol address, browser type, browser language, the date and time of your request, and one or more cookies that may uniquely identify your browser. We also work with authorized suppliers and business partners. When we share your personal information with these companies, we put in place appropriate measures to limit the use of your information.**

**Additionally, we collect information expressly provided by you. When using our site, subscribing to our newsletter, filling out a form, using a chat window, commenting on our blog, or taking a certification quiz, you may be asked to enter your name, e-mail address, mailing address, phone number or other contact information. You may also be asked to provide information that will assist us in referring you or a loved one to an appropriate treatment center, such as information relating to the condition or ailment you wish to treat**

and your insurance information. Similarly, we may collect payment information, such as credit and debit card numbers, when you make purchases through the site.

Promises Behavioral Health may send you emails and text messages, including transactional, operational, and marketing messages, possibly using automated technology, to the email or phone number you provide. Message and/or data rates may apply to such messages, and you may opt out at any time.

We may monitor and/or record telephone conversations for our business purposes, such as quality assurance and training purposes and to protect our rights.

We may combine information we receive from you through our sites with information about you that we receive from our affiliates and/or third parties. We will handle the combined information as described in this privacy policy to help us provide services and information to you.

#### **How Do Our Sites Handle Do-Not-Track Signals?**

Some browsers incorporate a “Do Not Track” (DNT) feature that, when activated, signals to sites and online services that you do not want to be tracked. However, there is not yet an accepted standard for how to respond to browser DNT signals, and we do not currently respond to them.

#### **Your California Privacy Rights**

Under California Civil Code Section 1798.83, California customers are entitled to request information relating to whether a business has disclosed Personal Information to any third parties for the third parties’ direct marketing purposes. California customers who wish to request further information about our compliance with this statute or who have questions more generally about our Notice and our privacy commitments to our customers should not hesitate to email us at [corporatecompliance@promises.com](mailto:corporatecompliance@promises.com)

#### **Children**

We do not knowingly collect any personal information nor direct the sites to children under the age of thirteen.

#### **Email Policies**

Promises will protect the privacy of the information, using reasonable means, you send us by email. However, Promises cannot guarantee that email communications will be confidential because of the risks outlined below. Additionally, if you or anyone else inappropriately uses your email Promises will not be liable.

## **Security**

**We undergo reasonable and appropriate measures to maintain information collected in a secure manner. We have taken digital, physical, and administrative steps to protect and secure information we collect from visitors to our sites. Even though we follow reasonable procedures to protect information in our possession, we cannot guarantee, and you should not expect, that your information will be secure in all circumstances.**

## **Disclaimer Statement**

**All content on the sites, including images, text, external links, graphics or any other material posted on the sites, are intended for informational purposes. The information found herein may be written by non-medical professionals and is not necessarily a substitute for professional medical advice, treatment or diagnosis of any disease or disability. Please seek advice from a qualified medical professional with any questions that you may have regarding your physical or mental health condition(s). If you are experiencing thoughts of suicide or any other medical emergency dial 911 or visit your local emergency room.**

**Our sites contain links to external websites and references to other resources that are not associated with our sites. We have no control over these third-party resources and make no warranty or representation as to the content of those resources. Their inclusion does not constitute an endorsement or recommendation.**

## **Privacy Policy changes**

**Any changes to our privacy policy will be posted on this page.**

## **Contact Information**

**You can contact us with any questions regarding this Privacy Policy.**

**By mail at:**

**Promises Behavioral Health  
103 Powell Court, Suite 100  
Brentwood, TN 37027**

**Or by email at:**

**[corporatecompliance@promises.com](mailto:corporatecompliance@promises.com)**

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