

Information Privacy Policy for Schuyler County Community Services

At Schuyler County Community Services, we are committed to protecting your privacy, and safeguarding your personal information. This privacy policy outlines how we collect, use, disclose, and protect your contact information. Please note that this policy is specific to the practices of Schuyler County Community Services and the departments therein and does not reflect the privacy practices of any other Schuyler County entities.

Information We Collect:

We do not collect any personal information from visitors to our website. We do not use forms, cookies, or any tracking technologies to gather data about your website visit.

We collect personal contact information such as your name, phone number(s) and email when you engage with our services. We may collect information from communications with you, including emails, phone calls, and messages.

How We Use Your Information:

We do not share any personal contact information, including phone numbers and opt-in consent, with third parties for marketing or promotional purposes. All other categories exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties.

With your consent, we may use your contact information to deliver mental health services, manage appointments, and communicate with you about your care. We may use this information to monitor usage patterns and enhance our services. This information may be used to comply with legal obligations and respond to lawful information requests.

Disclosure of Information: In accordance with federal, state and local laws, and agency policies, we may share your contact information with third parties such as healthcare providers and insurers to facilitate the highest level of treatment coordination and care and payment for services. The aforementioned information is retained only as long as necessary to fulfill the purposes outlined in this policy or as required by any applicable federal, state, or local laws, and/or policies set forth by New York State, governing entities, or Schuyler County.

SMS/MMS Consent and Usage:

For those who interact with our services beyond the website, we gather consent to send SMS/MMS messages through various methods:

- Verbal Consent: During phone interactions, we ask you for your verbal consent to send SMS messages.
- Inbound SMS Consent: When contact is initiated via SMS, we request your explicit consent for further communications.
- Written Form Consent: You may consent to receive SMS messages by signing the Application form.

Hosting and Third-Party Services:

The Schuylers County website is hosted by CivicPlus and departments within Schuylers County Community Services may utilize Zoom. CivicPlus and Zoom may collect certain data as part of their hosting services. For details on how CivicPlus or Zoom handle your information, including information on cookies, please refer to: [CivicPlus Privacy Policy – CivicPlus Platform](#) or [Privacy | Zoom](#).

Data Security: Although we do not collect or store personal data regarding your interaction with this website, we rely on CivicPlus and Zoom’s security measures to protect the integrity of our website, including encryption and secure access protocols.

Your Choices and Rights:

At any point, you have the right to access and update your personal information in accordance with federal, state, local laws, and/or policies set forth by New York State, governing entities, or Schuylers County. You have the right to withdraw consent for Schuylers County to message you, where applicable.

To withdraw your consent to the receipt of SMS/MMS from Schuylers County Community Services, you may do so by replying “STOP” to cancel messaging.

Since we do not collect or store personal information regarding your interaction with this website, there are no personal data records therein for you to access, correct, or delete.

Changes to this Policy:

We may update this privacy policy periodically to reflect changes in our practices or legal requirements. We will notify you of any material changes through our website or other authorized means of contact. By engaging in services, you consent to the collection and use of your information as described in this privacy policy.

Contact Us:

If you have any questions about this privacy policy or our practices, please contact us at 607-535-8282.