

Privacy Policy

At Plugged In Recovery, your privacy and the security of your personal information are extremely important to us. This Privacy Policy explains how we collect, use, store, and protect the information you provide when submitting online application forms or interacting with our website. By using our services, you consent to the practices described in this policy.

1. Information We Collect

When you complete an online application form or interact with our website, we may collect the following types of personal information:

- Full name, date of birth, and contact information (email, phone number, address)
- Emergency contact and family information
- Health and medical history relevant to treatment
- Insurance and payment information
- Employment and educational background, if applicable
- Any other information voluntarily provided through application forms or communications

We may also collect non-personal information such as browser type, IP address, and website usage data to improve your experience on our site.

2. Use of Information

The personal information we collect is used for the following purposes:

- Evaluating and processing applications for residential, outpatient, or sober living programs
- Communicating with applicants regarding their application status or questions
- Administering treatment, care plans, and services in accordance with applicable laws
- Improving our website, services, and client support
- Complying with legal and regulatory obligations

3. Secure Storage and Protection

Plugged In Recovery is committed to protecting your personal information. We employ administrative, technical, and physical safeguards to prevent unauthorized access, disclosure, or alteration. These measures include:

- Secure, encrypted storage of all digital records
- Restricted access to information on a need-to-know basis only
- Regular security audits and updates to systems
- Policies and training for staff on confidentiality and privacy protection

4. Sharing of Information

We do not sell, trade, or otherwise share your personal information with third parties for marketing purposes. Information may be shared only when:

- Required by law or legal process
- Necessary to provide treatment or coordinate care with healthcare providers
- Required for administrative purposes related to program participation (e.g., insurance verification)

5. Your Rights

Depending on your location and applicable laws, you may have the following rights regarding your personal information:

- Access and review the personal information we hold about you
- Request corrections to any inaccurate or incomplete information
- Request deletion of personal information, subject to legal or regulatory obligations
- Opt-out of certain communications, as applicable

6. Cookies and Tracking

Our website may use cookies and similar technologies to enhance your browsing experience. Cookies help us understand how visitors interact with our site and improve website functionality. You may disable cookies in your browser settings, though some features may not function properly.

7. Third-Party Links

Our website or forms may contain links to third-party websites. Plugged In Recovery is not responsible for the privacy practices of these external sites, and we encourage you to read their privacy policies before providing personal information.

8. Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.