



Introduction

Square One GJM (“Square One,” “we,” “our,” or “us”) is committed to protecting the privacy, confidentiality, and security of all individuals who access our services, website, hotline, outreach programs, and related communications.

This Privacy Policy explains how we collect, use, protect, and disclose information obtained through our website, services, forms, communications, and related technologies.

Our Commitment to Confidentiality

Square One GJM is a victim services organization committed to maintaining the confidentiality, dignity, and safety of survivors and all individuals seeking assistance. We maintain policies and procedures designed to comply with applicable confidentiality laws, victim advocacy protections, HIPAA privacy and security principles where applicable, CARF accreditation standards, federal and state funding requirements, and trauma-informed service practices.

Access to personal information is limited to authorized personnel who require the information to perform their responsibilities.

Information We Collect

We may collect personal information including names, addresses, email addresses, phone numbers, dates of birth, emergency contact information, health-related information, safety concerns, victimization history, case management information, housing information, financial assistance documentation, counseling or advocacy records, and technical website usage information.

How We Use Information

We may use collected information to provide advocacy and support services, coordinate shelter, transportation, and crisis response, respond to hotline or contact requests, improve programs and services, maintain internal records, comply with legal and grant reporting requirements, protect client safety, and improve website functionality and user experience.



Confidentiality of Services

Square One GJM maintains strict confidentiality practices. Information shared with us is not sold or disclosed to third parties except with written authorization, when required by law, to prevent serious and imminent harm, for mandatory reporting obligations, or as otherwise permitted under applicable laws and regulations.

HIPAA and Health Information

Although not all services provided by Square One GJM may be subject to HIPAA regulations, we follow HIPAA-informed privacy and security practices when handling protected or sensitive health-related information.

We implement reasonable administrative, technical, and physical safeguards designed to protect confidentiality, prevent unauthorized access, maintain data integrity, and reduce security risks.

CARF Compliance and Record Security

Square One GJM maintains records management and confidentiality procedures consistent with CARF standards and applicable accreditation requirements.

We take reasonable measures to secure client records, restrict unauthorized access, maintain confidentiality, and properly retain or dispose of records in accordance with applicable regulations and organizational policies.

Cookies and Analytics

Our website may use cookies or analytics tools to improve functionality and better understand website usage.

Users may adjust browser settings to refuse cookies; however, some website features may not function properly.

Third-Party Services

Our website may contain links to third-party websites or services. Square One GJM is not responsible for the privacy practices or content of external websites.



Electronic Communications

Communications through email, text messaging, website forms, or social media may not always be fully secure.

If you are in immediate danger or experiencing an emergency, call 911 or contact emergency services immediately.

Data Security

We implement reasonable safeguards to protect information from unauthorized access, misuse, alteration, disclosure, or destruction.

Minors

We do not knowingly collect personal information online from children under the age permitted by applicable law without appropriate authorization when required.

Your Rights

Depending on applicable laws, individuals may have rights to request access to certain records, request corrections, withdraw consent where applicable, or ask questions regarding privacy practices.

Changes to This Privacy Policy

Square One GJM reserves the right to update this Privacy Policy at any time. Changes become effective immediately upon posting to the website.

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