

# Privacy Statement

Southwest Psychiatric Physicians (SPP) is sensitive to protecting the privacy of our website visitors. The purpose of this Privacy Statement is to let you know how SPP handles information received from you through this website, as well as inform you of the risks involved when you communicate or provide information by way of the Internet. Keep in mind that changes are periodically made to this Privacy Statement without notice, and it is your responsibility to review the Statement when you use this website. By continuing to use this site, you consent to any changes to our policy or terms of use.

During your visit to SPP's website, remember that the medical and health information presented here is intended to be general in nature, and should not be viewed as a substitute for professional advice. Please consult with a health care professional for all matters relating to personal medical and health care issues.

Southwest Psychiatric Physicians is referred to in this privacy statement as "SPP," "we," "us" or "our."

If you have any questions or comments about this privacy statement or the ways in which SPP uses the information we collect online, please do not hesitate to contact us using the information provided in the **Website Contact Information** section at the bottom of this statement.

## Scope & Application

This privacy statement applies to information collected through any websites, online or mobile-enabled technology or digital tools that display or link to this privacy statement (collectively, our "Online Platforms").

This privacy statement does not apply to (i) information collected from you offline or through websites and other online services that do not display or link to this privacy statement, including third party websites to which our online services may link, or (ii) information that would be considered "Protected Health Information" under HIPAA. SPP's use and disclosure of patient Protected Health Information is provided in our Notice of Privacy Practices.

## Collection and Use of Information

You can access and browse our Online Platforms at any time without providing any personally identifying information. We do not collect information that would personally identify you unless you choose to provide it.

## Information You Provide to Us

We collect information you provide directly to us, such as when you sign up for a newsletter, contact us, respond to a survey, use the Online Content, or otherwise communicate with us. This information may include your name, email address, phone number, postal address, survey responses, user content stored or entered into the forms found in our Online Platforms, and other information you choose to provide through use of our Online Platforms.

The information you provide to us will be used to (i) set up your account (if applicable); (ii) if you elect to receive information from SPP, to provide you with such information; (iii) respond to your inquiries; and (iv) to fulfill any other purpose for which you provided it.

We will not use your information for any purposes other than as described in this privacy statement or explained to you at the point at which the information was collected.

## Information Collected Automatically

We may also utilize certain third-party products or services (“Third-Party Tools”), such as Google Analytics, a web analysis service provided by Google, to better understand the use of our Online Platforms. These Third-Party Tools may collect information such as how often users visit our Online Platforms, what pages they visit and the websites that referred them to our Online Platforms. Further, the Third-Party Tools may use the data collected to track and examine the use of the Online Platforms, to prepare reports on its activities and share them with other related services. The Third-Party Products may also use the data collected on the Online Platforms to contextualize and personalize the ads of its own advertising network. The Third-Party Product’s ability to use and share information it collects about your visits to the Online Platforms is restricted by each of its own privacy policies

and terms of use. Additional information about the Third-Party Tools can be provided by contacting us as set forth below.

We may automatically collect additional information about your visit to our Online Platforms, including pages you visit, your geographic location based solely on your IP address unless otherwise approved by you, promotions with which you interacted and other behaviors. This information is collected for the sole purpose of improving your overall visit to our Online Platforms by providing interest-based content. This data is not shared with any third party. The data may also be used to provide interest-based content for communications for which you have opted in.

We may also gather certain information automatically, including but not limited to, internet protocol (IP) addresses, browser type, internet service provider (ISP), operating system, date/time stamp, mobile location, and device type, and/or clickstream data. This information may be linked to other information we collect about you. Cookies, web beacons, flash cookies and similar technologies serve many important functions that help us serve you better.

## Your Control Over Information

You have a variety of tools to manage cookies and similar technologies that collect information related to your use of the Online Platforms, including:

- Web browser controls to block and delete cookies or adjust your tracking preferences.
- Digital Advertising Alliance's opt-out page to opt out from receiving third party advertiser cookies.

For cookies and similar technologies used on our mobile apps for applicable targeted advertising activities, follow the steps provided by your mobile device platform provider (Apple, Android, or others) to opt out of having your information collected and used by us and our digital marketing partners.

Please note, disabling, removing, or blocking cookies may turn off some of the features of our Online Platforms that make your experience more efficient, and some Online Platforms may not function properly. Further, if you opt out of having your information collected and used by us and our digital marketing partners for interest-based advertising purposes, you will continue to receive

ads, but such ads will not be tailored to your specific interests based on web viewing data collected from your device over time and across unaffiliated websites.

## Sharing of Information

We may share the information described above as set forth in this privacy statement or as otherwise described at the time such information is collected from you.

### Information Shared by Us

- **Affiliates.** We may share information with a parent, subsidiary, or affiliate entity within the SPP family. Any organization to which we provide such information is required to keep it confidential and to only use such information in accordance with this privacy statement.
- **Service Providers.** While doing business, we employ other companies and individuals to perform a variety of functions on our behalf. For example, we may provide information as necessary to companies that host our Online Platforms or send communications on our behalf. These service providers may have access to information about you if it is needed to perform their functions for us, but they are not authorized by us to use or disclose such information except as necessary to perform services on our behalf or to comply with legal requirements, and they are required to maintain the information in confidence.
- **Legally Required.** We reserve the right to disclose information if required to do so by law or by a regulatory authority. We may also disclose information as part of an investigation or enforcement action relating to improper or illegal conduct in connection with our Online Platforms or other products, including, without limitation, any situations that may potentially involve threats to the safety or privacy of any person or misuse of our Online Platforms.
- **Sale or Bankruptcy.** During the normal course of our business, we may sell or purchase assets. If another entity acquires us or any of our assets, the information described in this privacy statement may be transferred to such entity. In addition, if any bankruptcy or reorganization proceeding is brought by or against us, such information

may be considered an asset of ours and may be sold or transferred to third parties. Should such a sale or transfer occur, we will use reasonable efforts to try to require that the transferee use such information in a manner that is consistent with this privacy statement.

- **Aggregated and Non-Identified Data.** We may maintain and use aggregate data or other non-identified information (i.e., data that does not identify a specific individual), such as usage statistics, device data, online traffic patterns and user feedback. In addition to using this information for the purposes discussed in this privacy statement, we may disclose such aggregated or non-identified data to third parties without restriction.

## Security

The security of your information is important to us. We take precautions to protect your information by implementing safeguards to protect the information we collect. But you should keep in mind that no website or internet transmission is ever completely secure or error-free. PLEASE NOTE: The safety and security of your information also depends on you. We urge you to take steps to keep your personal information safe, such as choosing strong passwords and never sharing your password with anyone else. If you create or receive a password in connection with online service access, please notify us promptly if you believe your password security has been breached and remember to log off the online service before you leave your computer or mobile device.

The Online Platforms may offer opportunities to communicate through email. Because normal email is not encrypted, the possibility exists that unauthorized individuals may intercept email messages. SPP, its parents, and affiliates are not responsible for privacy of email messages except those stored in our system.

## Third-party links

Occasionally, at our discretion, we may include or offer third party products or services on or linked to our Online Platforms.

SPP's website contains links to other websites that are not managed or controlled by SPP. These links are provided for your convenience only. SPP does not review, endorse, or take responsibility for the content of these other

websites. SPP bears no responsibility for the content in any linked websites. If you decide to access any of the third-party sites linked to SPP's website, you do this entirely at your own risk. It is up to you to take precautions to ensure that the third party you link to for your use is free of computer viruses, worms, trojan horses, and other items of a destructive nature. If you choose to access such sites, you are subject to the privacy policies of those sites. However, we seek to protect the integrity of our site and welcome any feedback about these sites.

## Children's Online Privacy Protection Act

We do not knowingly collect or use any personal information from children (we define "children" as minors younger than 13) on our Online Platforms. We do not knowingly allow children to communicate with us or use any of our Online Platforms. If you are a parent and become aware that your child has provided us with information, please contact us using one of the methods specified herein, and we will work with you to address this issue.

## Printing or Downloading Information

Unless otherwise stated, you may print or download information from SPP's website for personal, noncommercial use only. You must, however, identify the source of the material and include a statement that the materials are protected by copyright law.

## Acceptance of these terms

This privacy statement is incorporated into and subject to the Terms of Use that display or link to this privacy statement. Each time that you use our Online Platforms, you signify that you have read, understood, and agree to be bound by the Terms of Use, which incorporate this privacy statement. If you do not agree to the terms of this privacy statement or the use of your information as set forth in this privacy statement, please do not use our Online Platforms. Your continued use of our Online Services subsequent to changes in this privacy statement will signify your acceptance of the changes.

## Updates

WE RESERVE THE RIGHT TO MODIFY THIS PRIVACY STATEMENT AT ANY TIME. ALL UPDATES WILL BE POSTED ON THIS PAGE, SO PLEASE REVIEW IT PERIODICALLY.

## Reservation of Rights

By using our Online Platforms, you consent, and we reserve the right, to use the data we collect from you as described in this privacy statement.

Additionally, you consent, and we reserve the right, to use the data we collect from you in ways that are consistent with the then-current disclosed privacy statement regardless of when your data was collected (i.e., we can use your data in ways that are consistent with the current disclosed practice, but which may not be entirely consistent with the previously disclosed practices when your information was originally collected).

### **Website Contact Information**

**If you have questions about this Privacy Statement, please contact SPP at:**

**[info@swpphysicians.org](mailto:info@swpphysicians.org)**

**Southwest Psychiatric Physicians  
8535 Tom Slick  
San Antonio, TX 78229**