

PRIVACY POLICY

Dated: March 1, 2024

Welcome to LA Speech Pathology Services, Inc. ("LASPS"), our website (www.laspeechpathologyservices.com) ("Site"), and our speech pathology services ("Services"). We know that you care how information about you is used and shared. This Privacy Policy, as amended from time to time, explains what information of yours will be collected by LASPS when you use our Site or our Services, how that information will be used, and how you can control the collection, correction, or deletion of information. We will not use or share your information with anyone except as described in this Privacy Policy. This Privacy Policy applies to information we collect by other means, including offline or from other sources about you.

What information do we collect?

We collect your contact information from you when you submit a contact request on our Site, place a telephone call to our office, send us a text message, or mail us a letter. You may be asked for your First and Last Name, Email Address, Phone Number, Mailing Address, and other information specific to your contact including the nature and purpose of your contact.

If you meet with any of our staff, whether online, via telephone, or in person, you may be asked for specific and detailed information about you, your child(ren), and your specific therapy needs. In order for us to best assist you and your child(ren), you will need to be completely open, honest, and forthcoming with any information that may be related to the specific reason you contacted us.

You may visit our Site anonymously without submitting a contact request.

What do we use your information for?

Any of the information we collect about you, whether it is collected from you when you submit it online, offline or in-person, or from other sources, may be used in one or more of the following ways:

1. To personalize your experience as your information helps us to better respond to your specific therapy situation and needs;

2. To improve our Site as we continually strive to improve our Site based on the information and feedback we receive from you;
3. To improve customer service as your information helps us to more effectively respond to your customer service requests and support needs;
4. To process payment transactions;
5. To communicate with you via email, text message, or phone call to meet the objective(s) of your child(ren)'s treatment; and
6. To meet the objective(s) of our treatment of your child(ren).

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other business or person for any reason whatsoever, without your consent, other than for the express purpose of meeting the objective(s) of our treatment of your child(ren), processing your payment transaction, or enforcing and exercising our contractual rights expressed in your agreement with us against you.

Any email address you provide on our Site or to our staff may be used to send you periodic information on company news, updates, related products or services, invoices, or special offers we believe you may benefit from receiving.

By providing LASPS your email address, including by "following," "liking," or linking your account to LASPS on a third-party website or social network, you consent to our using the email address to send you service-related notices, including any notices required by law, in lieu of communication by mail. You also agree that we may send you notifications of activity on the Service to the email address you provided, in accordance with any applicable privacy settings.

If you do not want to receive such email messages, you may opt out by sending an email to LASpeechGuy@gmail.com. Opting out may prevent you from receiving future email messages from LASPS, except you may not opt out of email messages specific to meet the objective(s) of our treatment of your child(ren), including invoices and payment notifications and confirmations.

Following termination of our relationship, we may retain your information for backup, archival, or audit purposes, or as required by law. We will retain your physical patient file for at least three (3) months before securely destroying it. If you would like to have the file transferred to you or another SLP, please contact us within this timeframe to discuss your options. These retention periods apply to both physical and digital copies of your patient file.

LASPS may use certain information about you internally for purposes such as analyzing how our Site or our Services are used, diagnosing Service or technical problems, maintaining security, and personalizing content.

How do we protect your information?

We implement a variety of security measures and encryption to maintain the safety and confidentiality of your personal information regardless of how we initially collected your information.

All supplied sensitive and financial information is transmitted via a Transport Layer Security (“TLS”) connection. TLS is an industry standard security technology for establishing an encrypted link between your computer and the servers of LASPS’s cloud storage provider or payment processor, providing up to 256-bit encryption of your information during transit.

Sensitive and confidential information will be stored on a secure server hosted by LASPS’s cloud storage provider and is accessible only by those authorized with special access rights to such information. All LASPS staff are required to keep your information strictly confidential; however, LASPS cannot guarantee, and does not guarantee, that unauthorized third parties will never be able to defeat our security measures and encryption, access your personal information, or use your personal information for improper purposes.

Do we use cookies?

Yes, our Site use cookies, which are small files that a site transfers to your computer’s hard drive through your web browser, if you allow, that enables the site’s or service provider’s systems to recognize your web browser and capture and remember certain information about you.

We use cookies to help us personalize your web experience while visiting our Site.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some features of our Site may not function properly; however, you can still contact us via email, mail, text message, or telephone without the use of a cookie.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personal information. This does not include trusted third parties who assist us in operating our Site, conducting our business, or servicing you, so long as those parties agree to keep your information strictly confidential. We may also release your information when we believe release is appropriate to comply with applicable law, enforce any of our policies, or protect our or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Your information may be disclosed to Wix, whom we consider a trusted third party as the host of our Site; Square, whom we consider a trusted third party as our primary online payment processor; and Google, whom we consider a trusted third party as our cloud storage and email hosting provider.

Third party links

Occasionally, at our discretion, we may include links to third party products or services on our Site. These third-party websites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these websites. Nonetheless, we seek to protect the integrity of our Site and welcome any feedback about these other sites.

We are not responsible for the practices employed by websites linked to or from our Site, nor the information or content contained on those sites. Please remember that when you use a link to go from our Site to another website, our Privacy Policy is no longer in effect. Your browsing and interactions on any other website, including those that have a link to or from our Site, is subject to that website's own policies. Please read those policies carefully before proceeding on those respective websites.

California Online Privacy Protection Act Compliance

Because we value your privacy, we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act and the California Consumer Privacy Act ("CCPA"). We, therefore, will not distribute your personal information to outside parties without your consent, except as described in this Privacy Policy.

Compromise of Personal Information

LASPS cannot guarantee, and does not guarantee, that unauthorized third parties will never be able to defeat our security measures and encryption, access your personal information, or use your personal information for improper purposes.

In the event that personal information is compromised as a result of a breach of security, LASPS will take reasonable steps to notify those individuals whose personal information is believed to have been compromised, in accordance with the notification procedures set forth in this Privacy Policy, or as otherwise required by applicable law.

Children's Online Privacy Protection Act Compliance

We are in compliance with the requirements of Children's Online Privacy Protection Act ("COPPA") and we do not collect any information from anyone under 13 years of age without parental consent and only for the purpose of providing our Services. Our Site is directed toward people who are at least 18 years of age or older. Protecting the privacy of young children is especially important. For that reason, LASPS does not knowingly collect or solicit personal information from anyone under the age of 13 or knowingly allow such persons to contact us for any reason. If you are under 13, please do not send any information about yourself to us, including your First or Last Name, Address, Telephone Number, or Email Address. No one under age 13 is allowed to directly provide any information to LASPS, unless doing so under the supervision of a parent/guardian, under court-appointed representative, or school district representative. In the event that we learn that we have collected information from a child under age 13 without verification of parental, court-appointed representative, or school district representative consent, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 13, please contact us using the information at the bottom of this Policy.

Terms and Conditions

Please visit our Terms of Use policy establishing the use, disclaimers, and limitations of liability governing your relationship with us. These terms are in addition to any terms found in your specific Patient Agreement and are not superseded by that agreement unless specifically agreed to at execution.

Your Consent

By using our Site, contacting us, or engaging in business with us, you consent to this Privacy Policy.

Changes to our Privacy Policy - Notification Procedures

It is our policy to provide notifications, whether such notifications are required by law or are for marketing or other business-related purposes, to you via email, written or hard copy notice, or through conspicuous posting of such notice on our Site, as determined by LASPS in our sole and absolute discretion. We reserve the right to determine the form and means of providing notifications to you, provided that you may opt out of certain means of notification as described in this Privacy Policy.

This policy was last modified on 03/01/2024.

Contacting Us

If there are any questions regarding this Privacy Policy, you may contact us using the information below:

5280 E Beverly Blvd, Suite C # 106
Los Angeles, CA 90022 USA
323.384.5317
LASpeechGuy@gmail.com
<https://www.laspeechpathologyservices.com>