

Elevations Systems

Privacy Policy

Welcome to the Elevations. Elevations is a solution for social determinants of health that brings organizations together to provide community, health, educational, and supportive services to individuals in the local community. The administrator for Elevations is CHN Tech Solutions, a subsidiary of Stephen F. Austin Community Health Center, Inc., dba Community Health Network (MyCHN). The organization with which you are affiliated is a participant in Elevations.

This is our Privacy Policy. It describes for you our collection, use, and disclosure of certain data when you access and use the Elevations system. This Privacy Policy does not apply to any website, service, or application you use to access Elevations. If you do not agree to terms of this Privacy Policy, you may not access or use Elevations. This Privacy Policy also does not apply to Personal Data as that term is defined in the Participation Agreement between us and your Participating Organization. This Privacy Policy is subject to and is made part of the terms of use.

1. Information We Collect

When you register for an Elevations account, we collect your name, email address, and occupation directly from you as part of the registration process. When you interact with us, you may directly provide us with personal information, such as your name, email address, phone number, business address, and content of any messages you send to us.

We also collect information automatically, including your IP address and server log data (the address of the web page you visited before using Elevations, your browser type and settings, the date and time of your use of Elevations, language preferences). We may gather your information about the device you are using to access Elevations, including what type of device it is, what operating system you are using, device settings, application IDs, location, unique device identifiers, and crash data. Other data is collected, including data generated by your use of Elevations and links you interact with.

The identifiable information we collect about you and receive from you is referred to as "Personal Information".

2. Use, Disclosure, and Retention of Personal Information

We may use your Personal Information in the following ways:

- We use your Personal Information to provide and improve our programs and services. We share this information with third-party service providers or collaborators/partners to the extent necessary to provide you with Elevations and its functionality.

- We use your information to operate, manage, and improve Elevations, and for marketing and administrative purposes.
- If you communicate with us, we may send you newsletters and marketing information, until you decide to opt out. We may also send you notifications, updates, and changes about Elevations and contact you to provide customer service and support.
- We may use your information to comply with legal or regulatory requirements, to respond to lawful requests, court orders and legal process, to enforce our rights, to prevent fraud, to protect the security of Elevations, and for safety.
- We may use your IP address and location data to analyze usage, administer Elevations, and gather demographic information for aggregate use.
- With your consent, we may use your Personal Information in other ways.

We do not knowingly sell, trade, or otherwise share your Personal Information with any third parties without your consent, except as disclosed in this Privacy Policy, as required by law, and when we reasonably believe it is necessary to prevent or take action regarding illegal activities, suspected fraud, or to protect the safety of any person or Elevations.

We may share Personal Information with our vendors, including companies that assist with business analytics, data processing, Elevations administration, customer and user management, and other services. We instruct these parties to use your Personal Information only to the extent necessary to provide the services we have requested. In the event we or Elevations go through a business transition, including without limitation any merger, acquisition, partnership, or business reorganization (together a “Business Transition”), we may use information collected in accordance with this Privacy Policy and subject to its restrictions, as part of any such Business Transition. In such instances, your Personal Information can be part of the assets transferred. We may also share your Personal Information with other current, past, or prospective Elevations users or participating organizations and as reasonably necessary to operate, improve, and maintain Elevations.

We will retain Personal Information for as long as necessary to accomplish our purposes for such data as set forth in this Privacy Policy or as necessary to comply with legal or contract obligations or to facilitate law enforcement requests.

3. Security

We are committed to protecting your privacy. We employ a range of physical, technical, and administrative safeguards to secure your Personal Information and protect it from loss, misuse, unauthorized access, or corruption. Please be aware that, despite our best efforts, security measures are not impenetrable, and we can’t guarantee against misuse.

4. Third Party Links

Elevations may contain links to other third-party websites and applications. Please be aware that we are not responsible for the privacy practices of third parties and their

websites and applications. This Privacy Policy applies only to the Personal Information about you we collect or receive through Elevations. We encourage you to read the privacy policies of other websites or applications you link to or visit.