

## Online Privacy Policy Agreement

### A. Introduction

Resonate Voice and Speech Services LLC (“Resonate”) values its users’ privacy. This Privacy Policy (“Policy”), effective as of November 4, 2020 and last updated on August 15, 2022, will help you understand how we collect and use personal information from those who visit our website or make use of our online facilities, and what we will and will not do with the information we collect. Our Policy has been designed and created to ensure those affiliated with Resonate of our commitment and realization of our obligation to meet existing privacy standards.

### B. Information We Collect

When you visit and/or conduct a transaction on our website, we collect personal information you give us as part of the process. This website collects various types of information, such as:

- i. Information you voluntarily provide through the website’s forms, which may include your name, phone number, address, email address, billing and/or credit card information, etc., which information is used to complete your transaction, respond to a request, and/or deliver requested services.
- ii. Information automatically collected by Wix when visiting our website, which may include cookies, IP address and location information. Please review Wix’s [Privacy Policy](#) and [Cookie Policy](#) for more information, including types of cookies used by Wix Platforms.
- iii. Protected Health Information (PHI) such as your medical history may be requested and collected through Google Forms when undergoing speech therapy services. A HIPAA Business Associate Addendum (BAA) has been signed between Resonate and Google; the general information for this agreement can be reviewed [here](#). Please review [Google’s Privacy Policy](#) for more information.
- iv. Personal contact information, PHI, and billing information may be requested and collected through SimplePractice LLC, a HIPAA-secure practice management software used by Resonate, through the client portal. Please review [SimplePractice’s Privacy Policy](#) for more information.

Please rest assured that this site will only collect personal information that you knowingly and willingly provide to us by way of surveys, completed forms, and emails. It is the intent of this site to use personal information only for the purpose for which it was requested, and any additional uses specifically provided for on this Policy.

### C. Purpose of Information Collection and For How Long

We are collecting your data for several reasons:

1. To contact and provide users with the services requested; this may include collaboration with other medical professionals to ensure excellence in patient care.

2. To assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information as a means to keep you informed of other possible products and/or services that may be available to you offered by Resonate, or to follow up to assess progress and maintenance after previous services were provided.
3. To conduct patient-centered speech therapy evaluation and treatment based on such information, as well as may be shared with other medical providers and/or health insurance companies with provided consent upon signing *HIPAA Privacy Practices and Authorization for Release of Information* consent forms provided at the onset of services.
4. To provide our users with ongoing customer assistance and technical support, to notify you regarding your account, to troubleshoot problems with your account.
5. To contact you about bug alerts, security breaches, account issues, and/or changes in our products and services.
6. To resolve a dispute, to collect fees or monies owed or as otherwise necessary to contact you to enforce any applicable Service Agreement or other agreement we may have with you.
7. To poll your opinions through surveys or questionnaires.
8. To send promotional emails containing relevant information with provided consent.
9. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we may use to provide and improve our respective services and/or website.
10. To comply with any applicable laws and regulations.

The data we collect from you will be stored for no longer than necessary. The length of time we retain said information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations; any limitation periods within which claims might be made; any retention periods prescribed by law or recommended by regulators, professional bodies or associations; the type of contract we have with you, the existence of your consent, and our legitimate interest in keeping such information as stated in this Policy. See “Wix’s Privacy Policy” for more information on how long Wix websites store collected information.

Resonate links to various third-party social media platforms including, but not limited to, Facebook, Instagram, LinkedIn, and YouTube, which platforms are governed by their own, separate privacy policies, and which you should review when visiting those sites. Such third party sites may collect your IP address and require cookies to work properly.

#### D. Disclosure of Information

Resonate may not use or disclose the information provided by you except under the following circumstances:

1. As necessary to provide services or products you have ordered.
2. In other ways described in this Policy (or those linked within this policy) or to which you have otherwise consented.
3. In the aggregate with other information in such a way so that your identity cannot reasonably be determined.
4. As required by law, or in response to a subpoena or search warrant.
5. To outside auditors who have agreed to keep the information confidential.
6. As necessary to enforce the Terms of Service.
7. As necessary to maintain, safeguard, and preserve all the rights and property of Resonate Voice and Speech Services LLC.

Resonate does not now, nor will it in the future, sell, rent, or lease any of its client/patient/customer lists and/or names to any third parties.

#### E. Children under the age of 13

Resonate's website is not directed to and does not knowingly collect personal identifiable information from children under the age of 13, unless provided by a parent/guardian. If it is determined that such information has been inadvertently collected on anyone under the age of 13 who was not under supervision of a parent/guardian, we shall immediately take the necessary steps to ensure that such information is deleted from our system's database, or in the alternative, that verifiable parental consent is obtained for the use and storage of such information. Anyone under the age of 13 must seek and obtain parent or guardian permission to use this website.

#### F. Unsubscribe or Opt-Out

All users and visitors to our website have the option to discontinue receiving communications from us by way of email or newsletters. To discontinue services or unsubscribe from our website or newsletters please email [jessica@resonatevoiceandspeech.com](mailto:jessica@resonatevoiceandspeech.com). If you wish to unsubscribe or opt-out from any third-party websites, you must go to that specific website to unsubscribe or opt-out. Resonate will continue to adhere to this Policy with respect to any personal information previously collected.

#### G. Security

Resonate takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (i.e. credit card information, Google Forms and SimplePractice as noted in Section B.iii. and B.iv. respectively, etc.), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https:" at the beginning of the address of the webpage.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

The company also uses Secure Socket Layer (SSL) for authentication and private communications to build users' trust and confidence in the internet and website use by providing simple and secure access and communication of credit card and personal information.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers and servers in which we store this information are kept in a secure environment. PHI is password protected and encrypted, and stored safely, as per HIPAA regulations. This is all done to prevent any loss, misuse, unauthorized access, disclosure or modification of the user's personal information under our control.

#### H. Modification

We reserve the right to make changes to this Policy at any given time. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

#### I. Acceptance of Terms

This Policy applies to Resonate, and it governs any and all data collection and usage by us. By using this website, you are hereby accepting the terms and conditions stipulated within the Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean that you agree and accept such changes.

J. How to Contact Us

If you have any questions or concerns regarding the Privacy Policy Agreement related to our website, please feel free to contact us at the following email, telephone number, or mailing address.

Email: [jessica@resonatevoiceandspeech.com](mailto:jessica@resonatevoiceandspeech.com)

Telephone: 267.414.4930

Mailing Address:

Resonate Voice and Speech Services LLC

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