

C.O.P.E. Online Services Privacy Policy

Protecting your private information is our priority. This statement of privacy applies to Tara M. Files-Hall, PA D/B/A C.O.P.E. and www.familycope.com and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to C.O.P.E. include www.familycope.com. The C.O.P.E. website is a business website, and you are consenting to the data practices described in this statement.

Collection of your personal information

C.O.P.E. may collect two basic types of information through the Online Services: (1) information provided by you and (2) information that is automatically provided to C.O.P.E. or collected through your use of C.O.P.E.'s Online Services (collectively, "Information"). Such Information may include information that identifies you such as your full name, telephone number, email address, postal address, health and medical information, including Protected Health Information, financial information and other information described in this Privacy Policy.

When you use the Online Services, you may provide certain Information directly to C.O.P.E. For example, you may input a telephone number or email address into a webform or enter information into a chat functionality. C.O.P.E. also may make certain information available to you on the Online Services that we collect from other sources. For example, we may pre-populate certain demographic information in an online form or make health or medical information viewable on the Online Services that you have provided to us on paper forms or maintained in other information systems.

C.O.P.E. may also obtain Information that is automatically collected through the Online Services. The automatically collected Information may include demographic, de-identified, aggregated, or certain information from your device such as technical information about your device, web browser information, and server log files collected by us or provided by you.

You may limit the Information you provide or make available to C.O.P.E. if you want to; however, that may limit your ability to access or use certain functions of the Online Services or to request certain services or information.

Use of your personal information

C.O.P.E. collects and uses your personal information to operate its website and deliver the services you have requested. C.O.P.E. may also use your personally identifiable information to inform you of other products or services available from C.O.P.E. and its affiliates.

Sharing information with third-parties

C.O.P.E. will only share your Information with third parties as outlined in this Policy and as otherwise permitted by law or as permitted with your consent.

C.O.P.E. may share data with trusted partners to help perform statistical analysis, send you an email or postal mail, or provide customer support. All such third parties are prohibited from using your personal information except to provide these services to C.O.P.E., and they are required to maintain the confidentiality of your information.

C.O.P.E. may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on C.O.P.E. or the site; (b) protect and defend the rights or property of C.O.P.E.; and/or (c) act under exigent circumstances to protect the personal safety of users of C.O.P.E., or the public.

C.O.P.E. does not sell, rent or lease its customer lists to third parties. Personal Information collected through our texting programs will not be shared, sold, or disclosed to third parties for their own marketing purposes.

Links

This website contains links to other sites. Please be aware that C.O.P.E. is not responsible for the content or privacy practices of such other sites. C.O.P.E. encourage our users to be aware when they leave our site and to read the Privacy statements of any other site that collects personally identifiable information.

Protecting Your Information

C.O.P.E. maintains administrative, technical, and physical safeguards designed to protect the Information that you provide on our Online Services. These safeguards vary based on the sensitivity of the Information that is being collected, used, and stored. C.O.P.E. cannot guarantee the security of our Online Services, nor can C.O.P.E. guarantee the security of the Information you transmit to us over the Internet, including your use of email. C.O.P.E. is not liable for the illegal acts of third parties such as criminal hackers.

It is your responsibility to safeguard the devices you use to access C.O.P.E.'s Online Services (such as laptops, tablets and mobile devices), and to use appropriate security settings on those devices. If those devices are lost, stolen or misplaced, others may be able to access your account and your personal Information using those devices. You should affirmatively log out of your account (i) prior to ending your session, or (ii) if you will be inactive on the Online Services for more than a few minutes; otherwise, the next user of that computer or device, particularly a public one or one not owned by you, may be able to access your account and the Information in your account if your session has not ended.

You agree that C.O.P.E. is not responsible for any harm that may result from someone accessing your account or personal Information on any computer or device where you do not, for any reason, take the necessary steps to log out of your account prior to ending a session on such device or computer.

C.O.P.E. retains Information for as long as necessary for the purpose for which it is collected, subject to a longer period if the Information is relevant to a legal challenge.

Children under thirteen

C.O.P.E. does not intentionally collect any personal information (as that term is defined in the Children's Online Privacy Protection Act) from children under the age of 13 through our Online Services without receiving parental consent. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

Health Information Privacy Practices

If you receive healthcare services, visit the applicable [HIPAA Notice of Privacy Practices](#), to learn about how C.O.P.E. protects, uses, and shares Protected Health Information (PHI) for your medical treatment, payment for services, our operations, or as permitted by law. The HIPAA Notice of Privacy Practices also describes your right to:

- See and obtain a copy of certain PHI, including your medical, billing, claims, and case management records;
- Request confidential communications;
- Request certain restrictions on the use and disclosure of your PHI;
- Request a correction to your PHI; and
- Request a paper copy of the HIPAA Notice of Privacy Practices.

Please note, C.O.P.E. does not use PHI for activities or secondary purposes not permitted by HIPAA.

Email Communications

C.O.P.E. may contact you via email for the purpose of providing information, announcements, updates, surveys, and/or other general communication. If you would like to stop receiving communications via email, you may opt out of such communications by replying STOP or UNSUBSCRIBE.

Text Messaging

By voluntarily opting-in to receive automated and non-automated texts, you are consenting that C.O.P.E. may send text messages (such as SMS, MMS, or successor protocols or technologies) regarding information, updates, scheduling, and appointment reminders. You understand that consent is not required to have a professional relationship with C.O.P.E. Message frequency varies. Message and data rates may apply. See [C.O.P.E. Text Messaging Terms and Conditions](#) for more information.

Your consent to receive texts is completely voluntary. You may opt-out at any time. To opt out of text messages, reply STOP or UNSUBSCRIBE to any mobile message from C.O.P.E., or email info@familycope.com and specify that you want to opt out of text messages. You may also text HELP or email us at info@familycope.com for help. You acknowledge and agree to accept a final text message confirming your opt-out. Personal Information collected through C.O.P.E.'s texting programs will not be shared, sold, or disclosed to third parties for their own marketing purposes.

C.O.P.E. reserves the right to modify this section at any time. The modified section will be effective immediately upon posting. Your continued receipt of Informational Electronic Communications and Informational Calls and Texts will constitute your acceptance of the modified section.

Changes to the statement

C.O.P.E. reserves the right to change this privacy policy at any time. If we do so, such changes will appear on this page. You may always visit this Policy to learn of any updates. Your continued access to or use of the Online Services constitutes your consent to these changes to this Policy.

Contact information

Contact C.O.P.E. regarding this Policy or related privacy practices. If you believe C.O.P.E. has misused your Information, please contact C.O.P.E. at:

C.O.P.E.

7345 International Place #109

Lakewood Ranch, FL 34240

Email Address:

info@familycope.com

Telephone number:

(941) 702-9978

Effective date: January 1, 2025