

## **California Consumer Privacy Act Notice – Clients and Others**

Crestwood Behavioral Health, Inc. provides this notice to comply with the California Consumer Privacy Act of 2018 ("CCPA") and other related California privacy laws. Any terms defined in the CCPA have the same meaning when used in this notice.

### **When this Privacy Notice Does Not Apply**

This Privacy Notice does not apply to information that falls under the Health Insurance Portability and Accountability Act (HIPAA) or the California Medical Information Act (CMIA), or any other information that is exempt from the CCPA (collectively, "Health Information"). Please [click here](#) to understand more about our collection and use of such Health Information.

Also, this Privacy Notice does not apply to personal information collected with respect to our workforce. Please [click here](#) to understand more about our workforce-related privacy practices.

### **CCPA Information We Collect**

Generally, we do not collect any information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California consumer or household that is governed by the CCPA ("Personal Information"). Generally, we only collect Health Information that is not subject to the CCPA. However, we may, in rare instances or in the future, collect the following categories of information that may, depending on the circumstances, be governed by the CCPA:

<b>Category of Personal Information</b>	<b>Examples (not all inclusive)</b>
Personal Information and Identifiers	Name, alias, Social Security Number, date of birth, signature, home address, e-mail address(es), telephone number(s), driver license or state identification card number, and other similar identifiers.
Demographics	Age, race, ethnicity, gender identity, medical condition, disability status, citizenship, veteran or military status, marital status, family member information.
Biometric Information	Fingerprints, facial scans, eye scans, voice recognition, and any other biometric identifier that we may use for security, other operational purposes, or wellness programs.

Internet or Network Activity	Browser history, search history, IP address, mobile device identifier, cookies, use of IT resources, interaction with website, app, advertisements.
Geolocation Data	GPS coordinates, location-tracking information, physical location or movements.
Audiovisual Information	Pictures, video and audio recordings

### Use of Personal Information

We may use or disclose the Personal Information we collect for one or more of the following purposes: treatment, payment, research, healthcare operations, legal compliance/regulatory purposes, auditing, analytic activities, short-term/transient use, in the event of emergencies, disasters or public health events, and as otherwise required by law.

### Sale of Personal Information

We do not sell any Personal Information to any third parties. We do not share Personal Information, except as set forth above, without proper authorization or without first having first de-identified and/or aggregated the information.

***In the preceding twelve (12) months we have not sold any Personal Information as defined by the CCPA. This includes Personal Information of minors under 16 years of age.***

Because we do not sell Personal Information, we are not providing a method to opt out of the sale of your Personal Information. Please submit any questions to [Compliance@cbhi.net](mailto:Compliance@cbhi.net) or 916-471-2285.

### Your Rights and Choices

When it applies, the CCPA provides California residents with certain rights to know about and request deletion of their Personal Information.

### Request to Know

You have the right to request that we tell you about our collection, use, and sharing of your Personal Information over the past 12 months. When you submit this type of request, we will verify the identity and authority of the person making the request, confirm we have Personal Information about you, and validate that the CCPA applies to your information. Once we have taken all of these steps, we will disclose:

- The categories of Personal Information we have collected about you;
- The categories of sources of the Personal Information we collected about you;
- Our business or commercial purpose for collecting Personal Information;
- The categories of Personal Information we shared with third parties for a business or commercial purpose;
- The categories of third parties with whom we shared Personal Information;
- The business or commercial purposes for which we shared Personal Information; and
- The specific pieces of Personal Information we collected about you that we are both authorized and required to produce under the CCPA.

### Request to Delete Personal Information

You have the right to request deletion of your Personal Information that we collected from you, subject to certain exceptions. When you submit this type of request, we will: ask that you confirm that you would like your information deleted, verify the person making the request, confirm we have Personal Information relating to you, validate that CCPA applies to your Personal Information, and determine whether a recognized exception to deletion applies to any of your Personal Information. We will delete your Personal Information from our records unless a recognized exclusion or exception to deletion applies.

### How to Exercise Your Request to Know and Request to Delete Rights

To exercise the Request to Know or Request to Delete rights as described above, please submit a verifiable consumer request to us by either calling the Privacy Officer at 916-471-2285 or by emailing [Compliance@CBHI.net](mailto:Compliance@CBHI.net).

Only you or a person we can validate as being authorized by you may make a verifiable request related to your Personal Information. If someone authorized by you makes a verifiable request and provides a notarized copy of the authorization or an active power of attorney, we will provide the information.

We allow consumers or their authorized agents to submit a Request to Know or Request to Delete up to two times within a 12-month period. All requests must:

- Provide enough information for us to reasonably verify you are the person you say you are and have the proper authority to make the request.
- Provide enough information for us to validate whether any information we have relates to you.

### Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights.

### Changes to Our Policy

We reserve the right to amend this Policy at our discretion and at any time. When we make changes to this Policy, we will update our website accordingly.

### Notice for Consumers With Disabilities

We are committed to providing consumers with disabilities with the same level of access to this Privacy Policy that is available to consumers without disabilities. This notice is compatible with standard screen readers. If you need further assistance, please contact [Compliance@cbhi.net](mailto:Compliance@cbhi.net) or 916-471-2285.

### Contact Information

If you have any questions or comments about this policy, the ways in which we collect and use your Personal Information, your choices and rights regarding such use, or if you wish to exercise your rights under the CCPA, please do not hesitate to contact us at:

[Compliance@cbhi.net](mailto:Compliance@cbhi.net) or 916-471-2285.