

# Privacy Policy

## Eagle Lake Recovery Center

### Overview

Eagle Lake Recovery Center ("Eagle Lake," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website located at [website URL] (the "Website").

**IMPORTANT:** This Privacy Policy applies only to information collected through our Website. It does NOT cover protected health information (PHI) collected during treatment, which is governed by HIPAA and our Notice of Privacy Practices provided at admission.

### Information We Collect

#### Information You Provide

When you contact us through the Website, we may collect:

- **Name**
- **Email address**
- **Phone number**
- **Message content** (general inquiries about treatment options)
- **Insurance information** (only if you request benefits verification)

#### Automatic Information

When you visit our Website, we automatically collect certain technical information:

- **IP address**
- **Browser type and version**
- **Device information**
- **Pages visited and time spent**
- **Referring website**

### How We Use Your Information

We use the information collected to:

- Respond to your inquiries about our treatment programs
- Provide information about our services
- Schedule initial consultations or assessments

- Verify insurance benefits (when requested)
- Improve our Website and user experience
- Analyze Website usage and traffic patterns
- Send educational materials and program updates (with your consent)

## Information Sharing and Disclosure

**We do not sell, trade, or rent your personal information to third parties.**

We may share your information only in the following limited circumstances:

### Service Providers

We may share information with trusted third-party service providers who assist us with:

- Website hosting and maintenance
- Email communications
- Website analytics (e.g., Google Analytics)
- Insurance verification services

These service providers are contractually obligated to protect your information and use it only for specified purposes.

### Legal Requirements

We may disclose information when required by law or to:

- Comply with legal obligations, court orders, or subpoenas
- Protect the rights, property, or safety of Eagle Lake, our patients, staff, or the public
- Respond to lawful government requests

## Cookies and Tracking Technologies

Our Website uses cookies and similar tracking technologies to improve your experience and analyze site usage. Cookies are small data files stored on your device.

### Types of Cookies We Use

- **Essential Cookies:** Necessary for Website functionality
- **Analytics Cookies:** Help us understand how visitors use our Website
- **Preference Cookies:** Remember your settings and preferences

You can control cookies through your browser settings. However, disabling cookies may limit some Website functionality.

## Google Analytics

We use Google Analytics to analyze Website traffic. Google Analytics collects information anonymously. You can opt out by installing the Google Analytics Opt-out Browser Add-on.

## Data Security

We implement appropriate security measures to protect your personal information, including:

- SSL encryption for data transmission
- Secure server hosting
- Regular security audits and updates
- Limited access to personal information by authorized personnel only

*However, no method of internet transmission is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.*

## Your Privacy Rights

You have the right to:

- **Access:** Request information about what personal data we have collected
- **Correct:** Request correction of inaccurate information
- **Delete:** Request deletion of your personal information (subject to legal requirements)
- **Opt-Out:** Unsubscribe from marketing communications at any time
- **Limit Sharing:** Request that we limit sharing with third parties

To exercise these rights, please contact us using the information provided below.

## Data Retention

We retain your contact information only as long as necessary to:

- Respond to your inquiries
- Provide requested services
- Comply with legal obligations
- Maintain business records as required by law

## Third-Party Websites

Our Website may contain links to third-party websites. This Privacy Policy does not apply to those websites. We encourage you to read the privacy policies of any third-party websites you visit.

## Children's Privacy

Our Website is not intended for children under 18 years of age. We do not knowingly collect personal information from children under 18. If we become aware that we have collected information from a child under 18, we will take steps to delete it promptly.

## Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will post any updates on this page and update the effective date. We encourage you to review this policy periodically.

## Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us:

**Eagle Lake Recovery Center**

[Street Address]

Choudrant, Louisiana [ZIP Code]

**Phone:** [Phone Number]

**Email:** [Email Address]

**Website:** [Website URL]

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*For information about how we handle medical and health information during treatment, please refer to our Notice of Privacy Practices, which is provided during the admission process and complies with HIPAA requirements.*