

Privacy Policy

Empathia, Inc. Website Privacy Policy

Welcome! This website is intended to help you discover meaningful ways to enhance your life, work, family and wellbeing. Empathia respects and promotes your personal privacy and we have taken extensive care to protect the confidentiality of your visit to our website. This policy outlines Empathia's information privacy and security practices for this website.

Disclaimer

The content offered on this website is intended solely for informational and educational purposes as a tool to supplement your knowledge. By offering general information on our website, Empathia is not engaging in, or performing, any legal, financial, and medical or other professional psychotherapy services.

Empathia offers this site and the information on it without any warranty of any kind, express or implied, and is not liable for this site's accuracy, for mistakes, errors or omissions of any kind, nor for any loss or damage caused by your reliance on information obtained from this site.

Please be advised that this website contains links to other websites, including, without limitation, websites maintained by Empathia and/or third parties, which may contain separate and distinct privacy policies and terms of use.

Consent

By using this site, you agree to the terms of this privacy policy. Whenever you submit information via this site, you consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy. If you do not consent to the collection, use, and disclosure of that information in the manner described in this Privacy Policy, please DO NOT provide us with that information. By providing information, you are "opting in" to the collection, use, and disclosure of this information in accordance with this Privacy Policy.

Independent, Educational Website

Personal information provided by you or on our website is never given or sold to any other parties. Empathia does not accept any advertising on our website and we do not collect any information from you for that purpose. Our site is an independent website for informational and educational purposes only. We

do not receive income from any sponsors, advertisers or users. We do not receive income from any websites to which we offer links or from any resource we list on our site.

The Empathia name and logos, as well as Empathia service names, are trademarks/service marks of Empathia, Inc. Empathia logos may not be used, downloaded, copied, or distributed in any way without express permission by Empathia, Inc.

Personal Information

You do not need to provide any personal information to visit this website. When you navigate through our website, certain personal information about you can be collected. Our web server software automatically collects, and temporarily stores, the following information about each visit for statistical purposes:

- The domain name you use to access the internet;
- The time and date of your visit;
- The name of the organization that sponsors your EAP benefit (if you choose to provide this information); and
- The pages visited.

We use this information to track site activity and manage and make improvements to the site. We also create aggregate reports about site activity, which we share with our client organizations. These aggregate reports DO NOT contain any personal identifiers or information.

No other personal information about you is collected unless you voluntarily choose to provide us with additional personal information through an e-mail message. By personal information, we mean your name, address, e-mail address or telephone number and any information you place in a secure message that you send to us. We DO NOT share e-mail addresses with anyone. We DO NOT share any information you sent in an e-mail to us with our client organizations. We safeguard and protect all of the information in your message once it is received by us.

If you do not consent to the collection, use, and disclosure of that information in the manner described in this Privacy Policy, please DO NOT provide us with that information. By providing information, you are “opting in” to the collection, use, and disclosure of this information in accordance with this Privacy Policy.

How We Use The Information We Collect

We use the information you voluntarily provide when accessing this website to offer and provide you with the services and to make improvements to our website experience. Specifically, we use your information to:

- Administer and improve our services;
- Respond to your questions;

- Provide you with useful features and content that you may find of interest;
- Recognize you as the same user when you access our services using different computers, devices and browsers;
- Provide you with additional information you request, if you voluntarily provide us with your contact information;
- Measure and analyze user traffic and usage patterns to improve the quality and effectiveness of our content;
- Prevent potentially prohibited or illegal activities;
- Comply with applicable U.S. and/or international laws and regulations, such as The General Data Protection Regulation (“GDPR”) (EU 2016/679).

Analytics Data Collection

We make use of third-party analytics, cookie data collection, and linking services (collectively “Analytics Services”). This includes Google Universal Analytics. These Analytics Services may use cookies, pixel tags, and other tracking and storage technologies to collect or receive information (**not** including your name or the email address you provide, from our services and elsewhere on the Internet, and use that information to analyze and measure our audience and evaluate our services and information. We may use analytics data to recognize and understand user preferences, make improvements, and for other operational purposes. Each Analytics Service’s ability to use and share analytics information is restricted by such Analytics Service’s terms of use and privacy policy. To learn more about how Google uses data, please visit: www.google.com/policies/privacy/partners/. Information about opting out of Google Universal Analytics is included in the “**Your Choices**” section below.

How We Protect Your Information

The Internet is not a completely secure environment. However, Empathia uses reasonable commercial standards of technology and operational security to protect information provided by visitors via this website from unauthorized third-party access. We do not share your personal information with your employer, any client organizations, or any other third party. We share this information only with Empathia staff and Empathia contracted service providers, when necessary, in order to provide any services that you request. Empathia complies with all applicable state, federal, and international information privacy and security laws and regulations.

Electronic Requests for Services

We handle all information and correspondence you share with us in the strictest confidence. When you send comments, questions or requests for service to us using this website, we will share your message only with those Empathia employees responsible for answering your questions or arranging services for

you. We will retain your communication until we have completed a good faith effort to provide a complete and satisfactory response. We do not keep your communication for any other purpose.

When you send an e-mail message to us, while it is in transit to us, it may be possible for other Internet users to access and view it without your knowledge and permission. This is true of most, if not all, non-encrypted internet e-mail communications. To protect your privacy, please do not send e-mail to us with information that you consider personal and confidential even if the channel is secured. While we endeavor to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Cookie Policy

Empathia uses cookies on our website to help customize your experience. Our Cookie Policy explains what cookies are, how we use cookies, and your choices regarding cookies and how you can control them:

- **What are cookies?** Cookies are small pieces of data, stored by your browser on your computer or mobile device, and sent to a website you visit. A cookie file received by a website you visit allows the website to recognize you and make your next visit easier and more useful to you.
- **How does Empathia use cookies?** When you use and access a form on our website, we place a number of cookie files in your web browser. We use cookies for the following purposes: to enable the “contact us” function and to remember you the next time you visit our website.
- **Are third-party cookies used?** Yes. In addition to our own cookies, we also use third-party cookies to perform anonymous website analytics.
- **Do I have choices regarding cookies?** Yes. If you would like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser. Please be aware that if you delete cookies or refuse to accept cookies, you might not be able to use all of the features we offer.

Your Rights and Choices

You have the following choices to update, correct, and limit the collection and use of information gathered through our services:

- **Don't volunteer information.** If you do not consent to the collection, use, or disclosure of your contact and other information described in this Privacy Policy, please do not use our services or provide information to us.
- **Cookies.** You have the option to set your browser to accept all cookies, reject all cookies, notify you when a cookie is set, or delete cookies. Each browser is different, so select the "Help" menu in your browser for instructions on how to use the relevant tools and settings. Note that if you disable or delete cookies, you may lose access to certain features of our services.

- **Google Analytics.** To prevent data from being collected by Google Universal Analytics, use the opt-out browser add-on developed by Google for this purpose.
- **Data deletion.** In certain circumstances, you are entitled to ask us to stop using or storing your information. We will act upon your request and delete your data except if there is a legal or regulatory obligation for us to maintain your information in accordance with our data retention policy.
- **File a complaint.** You have a right to complain to our Director, Privacy and Compliance if you object to the way in which we use the information you have presented when you use this website. Please email privacyofficer@empathia.com should you wish to register a complaint. Please note that we will require proof of identification to confirm that we have used your information.

Updates to this Policy

Empathia periodically reviews its policies and reserves the right to make changes to them. If we change our website privacy policy, the changes become effective upon the date of the posting.

(Updated May 2018)