

Amigo Baby Privacy Policy

Our Commitment to Privacy

Amigo Baby ("we," "us" or "our") respects your privacy and the privacy of our clients. We collect information from you at the time you register with us and may monitor your usage in an effort to improve your experience and to communicate with you about our services. We do not sell or rent your personal information to third parties. We do, however, share your information with third parties ("third parties") that we provide services to, that provide services on our behalf or with whom we have collaborated to offer a particular service. This may include, without limitation, service coordinators at a contracting government agency, administrative staff, early interventionists, licensed therapists and our clients.

This Privacy Policy describes the personal information we collect about you and our clients, why we collect it, how we use it, and when we share it with third parties. If you have any questions about our Privacy Policy, you can always contact Amigo Baby by: sending us an e-mail to admin@amigobaby.org or writing to us at:

Amigo Baby
Attention: Customer Service Privacy Policy
P.O. Box 6757
Thousand Oaks, California 91359

What kind of information does Amigo Baby collect?

We collect personal information from you, such as name, telephone number, e-mail and postal addresses, at the time you register with us and when you use the Website, Mobile Application, or Services. We maintain a record of this information as well as a record of your usage of this Website, Mobile Application, and/or Services. In addition, we may collect information from you regarding your interaction with our clients, including, but not limited to, the location that you met with our clients, the time spent with our clients, and the activities and details of the client interaction.

In addition to the information you provide to us, when you use the Amigo Baby Website, Mobile Application or Services, we may also collect and store information about the computer, mobile device, or other devices you use to access our Website, Mobile Application or Services and about how you use them. We may also collect and store information such as your browser type, IP address, language, operating system, unique device identifier, mobile network information including phone number, the date and time of your usage, the content and pages you view and the websites you visited immediately before and after visiting our Website. We may associate your device identifiers or phone number with your Amigo Baby account.

We may also collect and store certain information in server logs, including in third-party logs. This may include: (i) details of how you used our Website, Mobile Application or Services, (ii) Internet protocol address, (iii) device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL and (iv) cookies that may uniquely identify your browser or Amigo Baby account.

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

How does Amigo Baby use my information?

We use your information primarily to facilitate Amigo Baby's infant and child development programs. We may also use your e-mail and postal address to send you information about our services. To the extent necessary to provide the Amigo Baby infant and child development services, we may provide your information to third parties. From time to time, we may use this information to contact you via e-mail, postal mail, or telephone to learn more about your user preferences or to resolve any issues that may arise from your use of the Website, Mobile Application, or our Services.

In addition, we may use information about you and your preferences to help us improve our site design, mobile application and your online experience. We may contact you via e-mail, postal mail, or telephone, to conduct market research and learn more about how we can improve our service offerings.

Does Amigo Baby share my information with third parties?

We will only share your information with third parties to the extent necessary to complete or otherwise facilitate Amigo Baby's infant and child development programs. In most cases, this will include an exchange of information between us and the service coordinators at the contracting government agency to allow for proper record keeping, reporting and billing for the services provided by Amigo Baby. Finally, we may share information with third parties if legally required to do so pursuant to any law, ordinance, rule or court order.

We may disclose your information when we have a good faith belief it is reasonably necessary to (i) meet any applicable law, regulation, legal process, court order, governmental request or other legal mechanism, (ii) enforce applicable Terms of Service, including investigation of potential violations, (iii) detect, prevent, or otherwise address fraud, security or technical issues, (iv) protect against harm to the rights, property, safety of Amigo Baby, our users, or the public.

We may disclose your information when we believe we have your consent to do so, such as when you contact customer service and ask us about your account, or when we have the consent of someone we believe is authorized to consent on behalf of you, such as the individual associated with the payment method for your account.

How do I access my information? How do I change or delete my information?

You can review, change or delete certain personal information related to your use of our Website (e.g., name and contact information), by contacting us as set forth above. Please be sure to include your full name and the e-mail address you used when you registered with us. Please note that any requests to update your personal information may take up to ten (10) business days to process.

How does Amigo Baby handle the privacy of clients and their families who utilize the Amigo Baby services?

By using our Website, Mobile Application, or Services you will have access to personal and health information related to our clients and their families. In fact, you may be required to provide this information to us via our Website, Mobile Application, or Services. The privacy of the information related to our clients is of the utmost importance. To ensure the privacy of this information we restrict access to our system by utilizing passwords, forcing the change of those passwords on a regular basis, and only make the necessary and relevant client information available to each registered user of our Website, Mobile Application, or Services.

In addition, we use 256-bit encryption with a SSL Certificate and other security measures to ensure that the private data is securely stored in our databases and during any transmission of our clients' private information. Finally, we require all employees or independent contractors to sign agreements that contractually obligate them to maintain the privacy of our client's information and to only use that information to complete their work for the client and Amigo Baby.

What are cookies? How does Amigo Baby use cookies on its site?

A cookie is a small data file that websites often store on your computer's hard drive when you visit their sites. A cookie may contain information, such as a unique user ID that websites use to track the pages of the sites you've visited. We may use cookies in order to recognize you as a registered user and to improve your experience.

We and our partners use various technologies to collect and store information when you use our Website, Mobile Application, or Services, and this may include sending one or more cookies or anonymous identifiers to your device. Cookies are small text files placed on the browser of your computer or mobile device when you visit a website or use an application.

You can disable cookies by turning them off in your browser. Please be aware that disabling cookies, could interfere with the functionality of our Website, Mobile Application, and/or Services, and that by disabling cookies, we will not be able to recognize you as a registered user, which allows you to more easily access your account information.

Security of Personal Information

We have implemented and maintain reasonable security practices to protect against the unauthorized access, use, modification, destruction or disclosure of your personal information. However, no method of transmission or storage is completely secure, and we therefore cannot guarantee absolute security. It is your responsibility to protect the data that resides on your mobile device and we strongly encourage you to do so, including encryption of data and use of passwords to lock your mobile device, in case it is lost or stolen.

Change To Our Privacy Policy

If our Privacy Policy information practices change in the future, we will post an updated Privacy Policy on our website. You can tell if the Privacy Policy has changed by checking the revision date that appears at the end of this Privacy Policy.

Please note that unless otherwise provided by applicable law, your continued use of our Website, Mobile Application, or Services means that you agree with, and consent to be bound by, the updated Privacy Policy.

Last Updated: April 28, 2023