

Website Privacy Policy

Effective Date: 05/15/2026

1. Introduction

Mental Health Systems, Inc. dba TURN Behavioral Health Services (“we,” “our,” or “us”) is committed to protecting the privacy of individuals who visit our website.

This Website Privacy Policy explains how we collect, use, and safeguard information obtained through our website. This policy applies only to information collected through the website and does not apply to clinical services or protected health information, which are governed by our Notice of Privacy Practices.

2. Information We Collect

A. Information You Provide

We may collect personal information you voluntarily provide, including:

- Name
- Email address
- Mailing address
- Donation information

B. Information Collected Automatically

When you visit our website, we may collect limited technical information, such as:

- IP address
- Browser and device information
- Pages visited and time spent on the site

This information helps us understand how the website is used and improve its performance.

3. How We Use Information

We use information collected through our website to:

- Process donations
- Respond to inquiries
- Improve website content and functionality

- Understand general website usage

Information collected through the website is not used for treatment, payment, or healthcare operations.

4. Donations and Payment Processing

We offer the ability to make donations through our website.

- Donations are processed through **Virtuous** and **Stripe**
- Payment information, including credit card data, is handled directly by Stripe
- We do not store full credit card numbers on our systems

Your use of these services is governed by the privacy and security practices of those providers.

5. Cookies and Tracking Technologies

Our website uses both functional cookies and analytics cookies.

A. Functional Cookies (Always Active)

These cookies are necessary for the website to function and support features such as session management and site performance.

B. Analytics Cookies (Optional)

We use Google Analytics to understand how visitors use our website.

If you choose to allow analytics, these tools may collect:

- Pseudonymous identifiers (e.g., a randomly generated browser-based identifier assigned through cookies)
- Pages visited
- Device and browser information
- General location information (such as city or region)

Important

- Analytics tools are only activated if you choose to allow them.
- Analytics cookies are only used if you choose to allow them
- If you decline analytics cookies, no tracking occurs.

C. Cookie Consent

We use a consent tool to manage cookies on our website. This allows you to:

- Accept or decline analytics cookies
- Change your preferences at any time

Only necessary cookies are active unless you choose otherwise.

6. Behavioral Health Privacy Safeguards

As a behavioral health provider, we take additional precautions:

- We do not use website data to identify individuals as clients or service recipients
 - We do not collect or track protected health information through this website
 - Website data is kept separate from clinical systems and records
-

7. Important Privacy Limitation

This website is intended for general information and donations only.

Do not submit sensitive personal health information through this website.

Information submitted through this website is not part of a medical or clinical record.

8. Third-Party Services

We use third-party providers to support website operations, including:

- Virtuous (donation management)
- Stripe (payment processing)
- Google Analytics (optional website analytics)
- Website hosting and support services

These providers may process information on our behalf for limited purposes.

We do not use advertising or cross-site tracking tools such as Facebook Pixel.

We do not sell or share personal information collected through our website for marketing purposes.

9. California Privacy Rights

California residents may have rights regarding their personal information, including the right to:

- Request access to personal information
- Request correction of inaccurate information
- Request deletion of certain information

These rights apply to website-collected information and do not apply to protected health information governed by healthcare privacy laws.

10. Data Retention

We retain website information only as long as necessary to:

- Process donations
- Respond to inquiries
- Maintain website operations

Analytics data is retained based on system settings and applicable standards.

11. Security

We use reasonable safeguards to protect information collected through our website.

However, no method of transmission over the internet is completely secure.

12. Notice of Privacy Practices

For information about how we use and protect health information in our programs, please review our **Notice of Privacy Practices**, available on our website.

13. Contact Information

If you have questions about this policy, please contact:

Privacy Officer

TURN Behavioral Health Services
9465 Farnham St., San Diego, CA 92123



858-573-2600

PrivacyOfficer@turnbhs.org