WEBSITE PRIVACY POLICY

Effective Date: November 1, 2026

At The Collaborative Behavior Group ("CBG," "we," "our," or "us"), your privacy is important to us. We are committed to protecting the personal information of our clients, prospective clients, families, employees, referral partners, and website visitors.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, submit a form, communicate with us by phone, email, or SMS, or otherwise interact with our services and programs.

1. Information We Collect

We may collect the following types of personal information:

- Personal Information: Name, email address, phone number, mailing address, and other contact information submitted through our forms or communications.
- Client and Family Information: Information provided when requesting services, completing an intake, submitting a referral, scheduling services, or communicating with our team.
- Protected Health Information (PHI): When applicable, health-related information, behavioral assessments, treatment records, insurance information, and other information necessary to coordinate and provide services.
- Website Information: Non-personal information such as browser type, IP address, device information, cookies, and website usage data collected through analytics tools.

Phone numbers may be collected when you submit a Client Intake Form, Referral Form, Release of Information Form, Contact Form, or other forms on our website; when you call or email our office; or when you voluntarily provide your phone number directly to a member of our team.

2. How We Use Your Information

We use the information we collect to:

- Respond to inquiries and requests for information.
- Coordinate referrals, intake, assessments, and scheduling.
- Provide Applied Behavior Analysis (ABA) services and related educational, developmental, and learning programs.
- Communicate with parents, guardians, caregivers, clients, and referral partners.
- Send appointment reminders, scheduling updates, intake follow-ups, and service-related notifications, including SMS messages when you have opted in.
- Process insurance, billing, and administrative matters.
- Improve our services, programs, and website functionality.
- Maintain security and comply with applicable federal and state laws and regulations, including HIPAA where applicable.

3. SMS Communications and Text Messaging Consent

By voluntarily providing your phone number and affirmatively opting in to receive SMS communications, you consent to receive text messages from The Collaborative Behavior Group related to scheduling, appointment reminders, intake follow-ups, referral coordination, care coordination, and general service updates.

Message frequency varies depending on your interaction with CBG.

You may opt out at any time. Reply STOP to any text message to discontinue future SMS communications. You will receive a confirmation message, and no further text messages will be sent unless you subsequently opt in again.

For assistance, reply HELP or contact our office using the contact information provided at the end of this policy.

Message and data rates may apply depending on your wireless carrier and mobile plan. Wireless carriers are not liable for delayed or undelivered messages.

Providing consent to receive SMS messages is not a condition of receiving services from CBG.

Mobile Information Privacy

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

Information sharing with subcontractors that support our services, such as customer service providers, scheduling platforms, and messaging service providers, is permitted only as necessary to operate and support our communications programs.

All other use case categories exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties.

4. Sharing of Information

The Collaborative Behavior Group does not sell, rent, or trade your personal information. We may share information only in limited circumstances, including:

- Service Providers: With trusted vendors and service providers who assist with website operations, scheduling, billing, communication platforms, administrative services, and service delivery, subject to appropriate confidentiality and data protection agreements.
- Healthcare and Service Coordination: With authorized healthcare providers, insurance companies, caregivers, or other parties when permitted or authorized by applicable law.
- Legal Requirements: When disclosure is required by law, court order, regulatory requirements, or other lawful processes.

When protected health information is involved, disclosures will be handled in accordance with our HIPAA Privacy Policies. Please refer to our HIPAA Privacy Policy.

5. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance your browsing experience, analyze website traffic, understand visitor activity, and improve website performance. You may manage or disable cookies through your browser settings. Disabling cookies may affect certain website features and functionality.

6. Data Security

The Collaborative Behavior Group implements reasonable physical, technical, and administrative safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or misuse.

Protected health information is maintained and handled in accordance with CBG's privacy and security policy requirements, including HIPAA where applicable.

Although we take reasonable precautions to protect information, no electronic transmission or storage system can be guaranteed to be completely secure.

7. Your Privacy Choices and Rights

Depending on the nature of the information and applicable law, you may:

- Request access to personal information we maintain about you.
- Request corrections to inaccurate personal information.
- Request deletion of personal information when legally permissible.
- Withdraw consent for optional communications.
- Opt out of SMS communications at any time by replying STOP.
- Request deletion of your phone number and SMS opt-in records by contacting CBG.
- Disable cookies through your browser settings.

Please note that certain records, including client treatment records, billing records, and other legally required documentation, may need to be retained in accordance with applicable laws and regulations.

8. Children's Privacy

The Collaborative Behavior Group provides services that frequently involve children and minors.

Personal information about children is collected as necessary to facilitate referrals, intake, assessments, treatment planning, educational programming, and service delivery.

We collect information from parents, legal guardians, or other authorized representatives as part of the intake and care process. We do not knowingly collect personal information directly from children online without appropriate parental or legal guardian consent when required by applicable law.

If you believe we have inadvertently collected information from a child without appropriate authorization, please contact our office.

9. Changes to This Privacy Policy

The Collaborative Behavior Group reserves the right to update or modify this Privacy Policy periodically. Any changes will be posted on our website with an updated effective date. We encourage visitors and clients to review this policy periodically to remain informed about how their information is collected, used, and protected.

10. Contact Us

If you have questions about this Website.SMS Privacy Policy, our information practices, or your privacy rights, please contact The Collaborative Behavior Group:

The Collaborative Behavior Group (CBG)
Website: www.cbgaba.com
Email: info@cbgaba.com
Phone: 772-872-6940
Mailing Address: 10272 S US Hwy 1, Port St. Lucie, Fl 34952

By using our website, submitting information through our forms, or interacting with our services, you acknowledge that you have had the opportunity to review this Privacy Policy.

The Collaborative Behavior Group is committed to respecting your privacy and protecting the information entrusted to us.

WEBSITE TERMS OF USE & SMS TERMS OF SERVICE

Effective Date: November 1, 2026

Welcome to The Collaborative Behavior Group ("CBG," "we," "our," or "us"). By accessing or using our website, submitting forms, or participating in our electronic communications programs, you agree to comply with and be bound by these Terms of Use.

Please read these terms carefully. If you do not agree with any portion of these terms, please discontinue use of our website.

1. Use of Website

The Collaborative Behavior Group provides this website for general informational and educational purposes.

Visitors may use this website to learn about our services and programs, including Applied Behavior Analysis (ABA), early learning services, functional learning programs, social skills development, and related services.

You agree to use this website only for lawful purposes and in a manner that does not interfere with the operation, security, or accessibility of the website.

You agree not to:

- Use the website for fraudulent, unlawful, or unauthorized purposes.
- Attempt to gain unauthorized access to our website, systems, or information.
- Submit false, misleading, or unauthorized information through our forms.
- Disrupt or interfere with website functionality or security.

2. No Medical, Clinical, or Professional Advice

The information provided on this website is intended for general informational and educational purposes only.

Website content is not intended to replace professional medical, psychological, behavioral, educational, or clinical advice, diagnosis, or treatment.

Information about Applied Behavior Analysis (ABA), child development, learning, behavior, and related services should not be interpreted as an individualized assessment or treatment recommendation.

Always consult an appropriately qualified healthcare or behavioral professional regarding questions about a medical, developmental, or behavioral condition.

Submitting an inquiry or referral through this website does not establish a provider-client relationship or guarantee acceptance into any CBG program or service.

3. Intellectual Property

All content on this website, including but not limited to text, graphics, logos, photographs, videos, documents, designs, educational materials, and other content, is the property of The Collaborative Behavior Group or its respective licensors and is protected by applicable copyright, trademark, and intellectual property laws.

You may not reproduce, distribute, modify, publish, display, or commercially use any website content without prior written permission from The Collaborative Behavior Group.

4. User Submissions

When you submit information through our website forms, referral forms, intake forms, contact forms, or other communication channels, you represent that the information provided is accurate and that you are authorized to submit it.

You authorize CBG to use the submitted information as reasonably necessary to:

- Respond to your inquiries.
- Process referrals and service requests.
- Coordinate intake and scheduling.
- Communicate with parents, guardians, caregivers, and authorized representatives.
- Evaluate requests for services and program participation.

Information submitted through our website will be handled in accordance with our Privacy Policy and applicable privacy laws.

Submitting information does not guarantee enrollment, service availability, insurance coverage, or acceptance into a CBG program.

5. Privacy

Your use of this website is also governed by our Privacy Policy, which explains how we collect, use, maintain, and protect personal information.

By using this website, you acknowledge that you have had the opportunity to review our HIPAA Privacy Policy. When protected health information is involved, disclosures will be handled in accordance with our HIPAA Privacy Policies. Please refer to our HIPAA Privacy Policy.

6. Links to Third-Party Websites

Our website may contain links to third-party websites, applications, or services for informational or operational purposes.

The Collaborative Behavior Group does not own, control, or assume responsibility for the content, security, privacy practices, or terms of use of third-party websites.

Accessing third-party websites is at your own discretion and subject to their respective terms and policies.

7. SMS Terms of Service

Program Name and Description

The Collaborative Behavior Group SMS Messaging Program provides text message communications to individuals who have affirmatively opted in to receive messages.

Messages may include:

- Appointment reminders and scheduling notifications.
- Intake and referral follow-ups.
- Service coordination and administrative updates.
- Program announcements and service-related notifications.
- General communications regarding CBG services.

Messages are intended for clients, parents, legal guardians, caregivers, and other authorized individuals who have consented to receive SMS communications.

Opt-In and Consent

By voluntarily providing your mobile phone number through a CBG intake form, referral form, contact form, or directly to an authorized member of our team, and affirmatively selecting the SMS consent option, you agree to receive text messages from The Collaborative Behavior Group.

SMS consent is optional and is not a condition of receiving services from CBG. Consent to receive text messages is not automatically granted by submitting a website form or providing a phone number.

Message Frequency

Message frequency varies depending on your interaction with our team and the services or programs you are receiving.

Message and Data Rates

Message and data rates may apply depending on your mobile carrier and wireless plan.

Opt-Out Instructions

You may cancel SMS communications at any time by replying STOP to any text message you receive from CBG. After sending STOP, you will receive a confirmation message indicating that you have been unsubscribed. No further SMS messages will be sent unless you subsequently opt in again.

Help and Support

If you experience issues with our messaging program, reply HELP for assistance or contact our office directly:

Email: info@cbgaba.com
Phone: 772-872-6940

Carrier Disclaimer

Wireless carriers, including but not limited to AT&T, Verizon, T-Mobile, and other participating carriers, are not liable for delayed or undelivered messages.

Privacy and Data Sharing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

Information sharing with subcontractors that support our services, such as customer service, scheduling, and messaging platforms, is permitted only as necessary to operate and support the SMS program.

All other use case categories exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties.

For additional information about how we collect, use, and protect your information, please review our Privacy Policy: When protected health information is involved, disclosures will be handled in accordance with our HIPAA Privacy Policies. Please refer to our HIPAA Privacy Policy.

Eligibility

Individuals must be at least 18 years old or have appropriate parent or legal guardian authorization to participate in the CBG SMS program.

8. Limitation of Liability

To the fullest extent permitted by applicable law, The Collaborative Behavior Group shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising from or related to your access to or use of this website or SMS communications program.

This includes, without limitation, interruptions in website availability, transmission delays, undelivered messages, or reliance on general information published on this website.

Nothing in these Terms is intended to limit any rights or obligations that cannot legally be limited or excluded under applicable law.

9. Modifications to These Terms

The Collaborative Behavior Group reserves the right to modify, update, or revise these Terms of Use and SMS Terms of Service at any time.

Changes will become effective upon publication on our website, unless otherwise required by applicable law.

We encourage visitors to review these terms periodically. Continued use of the website or participation in the SMS program following publication of changes constitutes acceptance of the revised terms to the extent permitted by law.

10. Governing Law

These Terms of Use shall be governed by and interpreted in accordance with the laws of the State of Florida, without regard to conflict-of-law principles, except where applicable federal or state law requires otherwise.

11. Contact Information

If you have questions about these Terms of Use, SMS Terms of Service, or our website, please contact:

The Collaborative Behavior Group (CBG)
Website: www.cbgaba.com
Email: info@cbgaba.com
Phone: 772-872-6940
Mailing Address: 10272 S US Hwy 1, Port St. Lucie, Fl 34952

By accessing or using this website, you acknowledge that you have had the opportunity to read and understand these Terms of Use.

The Collaborative Behavior Group appreciates your trust and is committed to providing a secure, respectful, and professional experience for the individuals and families we serve.