



LEGAL DOCUMENTATION

# Privacy Policy

Effective May 22, 2026

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Take Charge Lab (“Take Charge Lab,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the information you share with us. This Privacy Policy explains what information we collect through the Take Charge Lab website, how we use it, and your choices regarding that information. By using this website, you agree to the practices described in this Privacy Policy.

## Intended Audience

Take Charge Lab is designed for adults age 18 and older, including individuals with intellectual and developmental disabilities (IDD), as well as caregivers, agency professionals, support staff, and authorized representatives interacting with our services.

We do not knowingly solicit personal information from individuals under the age of 18 through this website.

## Information We Collect

We collect limited personal information when voluntarily submitted through our website, including:

- Name

- Email address
- Organization name
- Phone number
- Contact form submissions
- Newsletter subscription information
- Other information voluntarily provided in communications

We may also automatically collect certain technical information when users visit our website, including:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Time spent on pages
- Referring website URLs
- General website interaction data

## **Information We Do Not Collect**

Take Charge Lab does not collect or process data through this website:

- Credit card or payment information
- Financial account information
- Social Security numbers
- Banking information
- Sensitive health or medical records
- Government identification numbers

Users should not submit confidential medical, financial, diagnostic, or other highly sensitive personal information through website forms unless specifically requested.

## **How We Use Information**

We may use collected information to:

- Respond to inquiries
- Provide requested information or support
- Send newsletters, announcements, and updates
- Improve website functionality and user experience
- Analyze website traffic and engagement
- Support educational outreach, organizational communications, and program awareness
- Maintain internal records related to communications

Take Charge Lab does not sell personal information.

## **Email Communications**

If you subscribe to our newsletter or provide your email address through the website, we may send communications related to:

- Program announcements
- Educational resources
- Organizational updates
- Events
- Community news
- Promotional communications related to Take Charge Lab

We use Mailgun to support email communications and distribution. You may unsubscribe at any time using the unsubscribe link provided in our communications.

## **Media, Photos, Videos, and Testimonials**

Take Charge Lab may use photographs, videos, participant testimonials, or similar promotional materials to support educational outreach, community awareness, marketing, fundraising, or promotional activities. Any use of participant likeness, testimonials, images, videos, or identifiable promotional content will occur only after documented written consent through a separate media release authorization.

Participation in Take Charge Lab programs or services does not automatically grant permission for public use of images, videos, or testimonials. Testimonials will only be published with appropriate documented authorization.

## **Analytics, Cookies, and Tracking Technologies**

Take Charge Lab uses cookies and similar technologies to improve website functionality and understand how visitors interact with our site.

We currently use:

- Google Analytics 4 (GA4)
- CookieAdmin (cookie consent management platform)

These technologies may collect information such as:

- Device/browser type
- IP address
- Website navigation activity
- Pages viewed
- Session duration
- Referring traffic sources
- General interaction metrics
- Cookie consent preferences

This information helps us:

- Monitor website performance
- Improve usability
- Better understand visitor engagement
- Manage user cookie consent preferences

Take Charge Lab uses CookieAdmin to allow users to review and manage cookie preferences where applicable. Users may also manage cookie preferences through their browser settings.

## **Third-Party Service Providers**

Take Charge Lab may use trusted third-party service providers to help operate website functionality and communications, including:

- Google Analytics
- Mailgun
- CookieAdmin
- Website hosting providers
- Website form processing tools
- Technology support vendors

These providers may process limited information solely for the purpose of supporting Take Charge Lab operations. We do not authorize third parties to use submitted information for unrelated independent purposes.

## **Sensitive Information**

Take Charge Lab does not intentionally collect disability diagnoses, health information, or other sensitive personal information through its public website unless voluntarily submitted by the individual or their authorized representative. If sensitive information is voluntarily submitted, it will be handled with reasonable administrative safeguards consistent with operational needs.

## **Data Security**

Take Charge Lab uses reasonable administrative, technical, and organizational safeguards to protect information submitted through the website. However, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

## **Data Retention**

We retain submitted information only as long as reasonably necessary to:

- Respond to communications
- Maintain requested subscriptions
- Support organizational operations
- Meet applicable legal, regulatory, or recordkeeping obligations

Information that is no longer required may be deleted, anonymized, or securely archived as appropriate.

## **Privacy Rights by Jurisdiction**

Depending on your location and applicable privacy laws, you may have certain rights regarding the personal information we maintain about you. These rights may include the ability to:

- Request access to personal information we maintain about you
- Request correction of inaccurate or incomplete information
- Request deletion of personal information where legally applicable
- Withdraw consent for certain communications or processing activities
- Object to or request restriction of certain data processing activities where permitted by law
- Request information about how your personal information is collected, used, or disclosed

## **California Residents**

If you are a California resident, you may have additional privacy rights under applicable California privacy laws, including the right to request information regarding certain categories of

personal information collected, used, or disclosed by Take Charge Lab, subject to applicable legal limitations.

Take Charge Lab does not sell personal information.

## **European Economic Area (EEA), United Kingdom, and Other Jurisdictions**

If you are located in the European Economic Area (EEA), United Kingdom, or another jurisdiction with applicable privacy protections, you may have additional rights under applicable law regarding access, correction, deletion, objection, restriction, or portability of personal information, where applicable.

## **Exercising Your Rights**

To submit a privacy-related request or inquiry, please contact:

Take Charge Lab

[compliance@takechargelab.org](mailto:compliance@takechargelab.org)

888-822-9100

We will review and respond to requests in accordance with applicable law.

## **Changes to This Privacy Policy**

Take Charge Lab may update this Privacy Policy periodically to reflect operational, legal, or regulatory changes. Updated versions will be posted on this page with a revised effective date.

## **Contact Us**

If you have questions regarding this Privacy Policy, please contact:

Take Charge Lab

[compliance@takechargelab.org](mailto:compliance@takechargelab.org)

20430 N. 19<sup>th</sup> ave. Suite B155  
Phoenix, AZ 85027

866-528-0588

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## **Contact Information**

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[compliance@takechargelab.org](mailto:compliance@takechargelab.org)

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