

PRIVACY POLICY (Website & Subscriber Use)

Effective Date: 2025

Last Updated: November 13, 2025

Conquering the Obstacles of Painful Experiences (C.O.P.E.) (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, subscribe to our services, register for events, or engage with our behavioral-health and community-based programs.

1. Information We Collect

We may collect the following types of information:

A. Personal Information

- Name
- Email address
- Phone number
- Mailing address
- Date of birth (if requested for certain programs)
- Emergency contact information (for programs that require it)

B. Website & Technical Data

- IP address
- Browser type
- Pages visited
- Cookies and tracking technologies

C. Program-Related Information

For behavioral-health or nonprofit programming, we may collect:

- Intake forms
- Event registration details
- Service preferences
- Communication preferences

We NEVER collect or store clinical health records through the public website. Any clinical information is stored through HIPAA-compliant systems only.

2. How We Use Your Information

We use your information to:

- Provide services you request
- Send updates, newsletters, and event information
- Communicate about programs, workshops, or resources
- Improve website functionality and user experience
- Maintain compliance with legal or reporting requirements
- Process donations, tickets, subscriptions, or purchases

We do NOT sell or share your personal information with third-party marketers.

3. How We Protect Your Information

We use industry-standard security measures including:

- Secure hosting
- SSL encryption
- Access controls
- Password-protected databases

For behavioral-health clients, we only store information in **HIPAA-compliant systems** approved by state and federal regulations.

4. How We Share Your Information

We may share information only when necessary:

- With trusted vendors (email systems, payment processors)
- With event partners when required for attendance or safety
- As required by law or legal process

Vendors only receive the minimum information needed to perform their services and must maintain confidentiality.

5. Cookies & Tracking Technologies

We may use cookies to personalize content, analyze site performance, and enhance user experience. You can disable cookies through your browser.

6. Email & Text Message Communications

By subscribing, you agree to receive:

- Newsletters
- Alerts
- Event information
- Program updates

You may unsubscribe at any time using the link in our emails or texting **STOP** to opt out of SMS messages.

7. Children's Privacy

Our website is not intended for children under age 13 without parental consent. We do not knowingly collect data from minors without required authorization.

8. Your Rights

You may request to:

- Access your information
- Correct or update your information
- Delete your information
- Change communication preferences

Requests may be submitted to: **info@morethancope.com**

9. Changes to This Policy

We may update this policy at any time. Updates become effective when posted here.

10. Contact Us

For questions about this Privacy Policy:

Conquering the Obstacles of Painful Experiences (C.O.P.E.)

Email: info@morethancope.com

Phone: 832-987-2726



TERMS & CONDITIONS

Effective Date: *[Insert Date]*

Welcome to the website of **Conquering the Obstacles of Painful Experiences (C.O.P.E.)**. By accessing or using our website, subscribing to our content, or participating in our programs, you agree to the following Terms & Conditions.

1. Acceptance of Terms

By using our website or subscribing to our services, you agree to be bound by these Terms & Conditions and all applicable laws.

2. Use of Website

You agree to use this site for lawful purposes only. You may not:

- Interfere with website operations
 - Attempt to access restricted areas
 - Use the site for fraudulent or harmful activities
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3. Subscriptions & Communications

When you subscribe, you consent to receiving text messages, newsletters, and emails. You may opt out at any time.

4. No Clinical Advice

Content on this website is **for educational purposes only** and does not replace clinical, therapeutic, or legal advice.

Behavioral-health services delivered by C.O.P.E. are provided only through authorized providers and HIPAA-compliant systems.

5. Program Participation

If participating in workshops, programs, or behavioral-health services, you must:

- Provide accurate information
- Respect program rules
- Maintain confidentiality of other participants

We reserve the right to remove participants for unsafe or disruptive behavior.

6. Payments, Donations & Refunds

If the site processes payments (tickets, donations, merchandise, programs):

- All payments must be accurate and authorized
 - Refunds are handled on a case-by-case basis
 - Donations are non-refundable unless required by law
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7. Intellectual Property

All content—videos, writing, graphics, branding, curriculum, COPE Cards™, and program materials—is the property of **C.O.P.E.** or its licensors.

You may not copy, reproduce, or distribute materials without written permission.

8. Limitation of Liability

We are not liable for:

- Service interruptions
 - Data breaches beyond our control
 - Losses based on misuse of the website
 - Actions of third-party vendors or partners
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9. Third-Party Links

Our website may link to other websites. We are not responsible for external sites or their content.

10. Termination of Access

We may suspend or terminate access to the website or subscriber list for:

- Spam
 - Abuse
 - Violations of these Terms
 - Security concerns
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11. Governing Law

These Terms are governed by the laws of the State of Texas.

12. Contact Us

For questions about these Terms:
Email: **info@morethancope.com**
Phone: **832-987-2726**