

Life Skills Residential - Privacy Policy

PRIVACY POLICY

Effective Date: August 11, 2025

Life Skills Residential ("Company," "we," "our," or "us") is committed to protecting the privacy and security of your personal information.

This Privacy Policy explains how we collect, use, store, and disclose information when you visit our website or use our mobile messaging services.

1. CONSENT & OPT-IN

By providing your mobile number and opting in, you agree to receive recurring informational and service-related text messages from Life Skills Residential.

- Consent is NOT a condition of purchase.
- Message frequency may vary.
- Reply STOP to opt out or HELP for assistance.
- Standard message and data rates may apply.

You may opt in:

- Verbally during a phone call with our representative,
- By calling our main line at 245-536-5080, or
- By emailing us at info@lsvresidential.com.

2. INFORMATION WE COLLECT

We may collect the following types of information:

A. Personal Information

- Name
- Mobile phone number
- Email address
- Any information you voluntarily provide when subscribing to our messaging services.

B. Usage Data

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- Message delivery and engagement metrics
- Interaction history with our services

3. HOW WE USE YOUR INFORMATION

We use the information we collect to:

- Provide and maintain our messaging services
- Send relevant updates, reminders, and important service notifications
- Personalize and improve your messaging experience
- Comply with legal requirements, including TCPA and CTIA standards

4. DATA RETENTION

We retain personal information only as long as necessary to:

- Fulfill the purposes described in this policy
- Comply with legal obligations
- Resolve disputes and enforce agreements

When information is no longer needed, we securely delete or anonymize it.

5. DATA SECURITY

We implement reasonable technical and organizational measures to protect your personal information, including:

- Encryption of data in transit
- Access controls and authentication measures
- Regular monitoring for unauthorized access

While we strive to protect your information, no method of transmission over the internet or electronic storage is 100% secure.

6. DATA BREACH NOTIFICATION

If your personal information is compromised in a data breach, we will notify you without unreasonable delay, as required by Michigan law (MCL 445.72) and applicable federal regulations. Notifications may be sent via email, SMS, postal mail, or other appropriate means.

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7. THIRD-PARTY DISCLOSURE

We may share your personal information with trusted third-party service providers who assist in operating our messaging services or conducting business operations.

- These providers are bound by confidentiality agreements.
- We do not sell or rent your personal information to third parties.

8. YOUR RIGHTS

You have the right to:

- Access the personal information we hold about you
- Request corrections to inaccurate information
- Request deletion of your personal information, subject to legal and contractual obligations

To exercise your rights, contact us at info@lsvresidential.com or 245-536-5080.

9. CHILDREN'S PRIVACY

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children. If we become aware of such collection, we will delete it promptly.

10. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time.

- Material changes will be posted on our website (www.lsvresidential.com) and, when appropriate, sent via SMS notification.
- Continued use of our services after updates constitutes acceptance of the revised policy.

11. CONTACT US

If you have questions or concerns about this Privacy Policy or our data practices, please contact us:

Life Skills Residential

Phone: 245-536-5080

Email: info@lsvresidential.com

Address: 25900 Greenfield Road, STE 103, Oak Park, MI 48237

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Website: www.lsvresidential.com

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TERMS & CONDITIONS

Effective Date: August 11, 2025

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1. AGREEMENT TO TERMS

By accessing or using our website (www.lsvresidential.com) or any services offered by Life Skills Residential ("Company," "we," "our," or "us"), you agree to be bound by these Terms & Conditions and our Privacy Policy. If you do not agree, you must not use our website or services.

2. SERVICES PROVIDED

Life Skills Residential provides residential support services and related resources. The information provided on our website is for general informational purposes only and should not be considered medical, legal, or professional advice.

3. ELIGIBILITY

You must be at least 18 years old to use our services, unless otherwise permitted by law and with appropriate consent from a parent or legal guardian.

4. USER RESPONSIBILITIES

When using our website or services, you agree to:

- Provide accurate, current, and complete information.
- Use our services only for lawful purposes.
- Not engage in any activity that interferes with or disrupts our services or network security.

5. MESSAGING SERVICES

By opting in to receive mobile messages from us:

- You consent to receive recurring informational and service-related text messages.
- Message frequency may vary.
- Reply STOP to opt out or HELP for assistance.
- Standard message and data rates may apply.
- Consent is NOT a condition of purchase.

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6. INTELLECTUAL PROPERTY

All content on our website, including text, graphics, logos, and images, is the property of Life Skills Residential or its licensors and is protected by U.S. and international copyright laws. You may not reproduce, distribute, or modify our content without prior written permission.

7. THIRD-PARTY LINKS

Our website may contain links to third-party websites. We are not responsible for the content, policies, or practices of those sites and encourage you to review their terms and privacy policies.

8. LIMITATION OF LIABILITY

To the fullest extent permitted by law:

- Life Skills Residential is not liable for any direct, indirect, incidental, or consequential damages arising from your use of our website or services.
- Our services are provided "as is" and "as available" without warranties of any kind, express or implied.

9. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Life Skills Residential, its officers, employees, and agents from any claims, liabilities, damages, or expenses (including attorneys' fees) arising out of your use of our services or violation of these Terms.

10. GOVERNING LAW

These Terms are governed by and construed in accordance with the laws of the State of Michigan, without regard to conflict of law principles. Any disputes shall be resolved in the state or federal courts located in Oakland County, Michigan.

11. CHANGES TO TERMS

We reserve the right to update these Terms at any time. Updates will be posted on our website with a revised effective date. Continued use of our services after changes constitutes your acceptance of the updated Terms.

12. CONTACT INFORMATION

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