Terms and Privacy Policy
Well Badger Resource Center

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INTRODUCTION

Welcome to the Well Badger Resource Center (www.wellbadger.org) operated by the Wisconsin Women's Health Foundation. The Well Badger Resource Center is an information and referral contact center that connects users with certified Information & Resource Specialists via various communication channels such as phone, text, live chat, Facebook Messenger, email, and the website contact form. Additionally, the website hosts a vast collection of resources for users to search and access. By using the Well Badger Resource Center website and its services, you agree to comply with the following Terms and Privacy Policy. Please read these terms carefully before using the Well Badger Resource Center website.

TERMS OF USE

1.1 Acceptance of Terms

By accessing and using the Well Badger Resource Center website, online Children's Mental and Behavioral Health Navigator, and electronic Information & Referral (e-I&R) services you acknowledge and agree to be bound by these Terms of Use. If you do not agree to these terms, please refrain from using the website.

1.2 Services Provided

The Well Badger Resource Center offers information and referral services through various communication channels, including phone, text, live chat, Facebook Messenger, email, and the website contact form. The website also provides access to a directory of resources for users to search and access. While we strive to provide accurate and up-to-date information, we do not guarantee the accuracy, completeness, or reliability of the resources listed on the website.

1.3 User Responsibilities

When using the Well Badger Resource Center website and its services, you agree to:

(a) Provide accurate and truthful information when contacting our Information & Resource Specialists or using the resource database.

(b) Use the website and its services in compliance with all applicable laws and regulations.

(c) Respect the privacy and confidentiality of other users and refrain from sharing personal or sensitive information without consent.

(d) Refrain from engaging in any activity that may disrupt or interfere with the operation of the website or compromise its security.

(e) Refrain from using the website for any illegal, fraudulent, or malicious purposes.

1.4 Modification

The Wisconsin Women's Health Foundation reserves the right to update these Terms of Use from time to time. By continuing to use the website after any modifications to the terms, you accept and agree to the revised terms.

PRIVACY POLICY

2.1 Information Collection and Use

The Well Badger Resource Center collects and uses personal information to provide its services and improve user experience. The types of information we collect may include:

(a) Contact Information: When you contact our Information & Resource Specialists or fill out the contact form, we may collect your name, email address, phone number, or other contact details.

(b) Chat and Communication Data: We may collect and store information related to your communication with our Information & Resource Specialists, including chat logs, emails, and other correspondence.

(c) Usage Data: We may collect non-personal information about your interactions with the website, such as your browser type, operating system, and pages visited.

2.2 Use of Information

We collect and use your personal information for the following purposes:

(a) Provision of Services: We use your information to provide information and referral services, connect you with our certified Information & Resource Specialists, and assist you in finding relevant resources.

(b) Quality Assurance and Training: We may collect and analyze your communication data, including chat logs, emails, phone calls and other correspondence, for quality assurance and training purposes. This helps

us ensure the accuracy and effectiveness of our services and improve the performance of our Information & Resource Specialists.

(c) Service Improvement: We may analyze usage data to identify patterns, trends, and areas for improvement on the Well Badger Resource Center website. This helps us enhance user experience, optimize resource recommendations, and refine our services.

(d) Communication: We may use your contact information to send periodic newsletters, updates, and promotional materials related to our services.

2.3 Data Security

The Well Badger Resource Center takes reasonable measures to protect the security and confidentiality of user information. However, no data transmission over the internet or electronic storage can be guaranteed as 100% secure. We strive to use industry-standard practices to protect user data, but we cannot guarantee absolute security.

2.4 Third-Party Disclosure

We may share your information with third parties in the following circumstances:

(a) Funders and Partners: We may share data with funders and partners who support the Well Badger Resource Center and help us provide our services. This sharing of information is done to demonstrate the value and impact of our programs and to ensure the continuity of our services.

(b) Service Providers: We may engage third-party service providers to assist us in delivering our services. These providers may include website hosting, analytics, communication tools, and other entities that help us operate and improve the Well Badger Resource Center website. These service providers are contractually obligated to protect your information and use it solely for the purposes of providing services to the Well Badger Resource Center.

(c) Referrals: When you request information or resources, we may share your information with appropriate organizations or agencies to facilitate referrals and connect you with relevant services. We strive to ensure that your information is shared securely and in compliance with applicable laws and regulations.

Please note that we do not sell, trade, or rent your personal information to third parties for marketing purposes without your consent.

While we take reasonable measures to vet our third-party partners, we are not responsible for their privacy practices or the content of their websites. We encourage users to review the privacy policies of any third-party sites they visit.

If you have any questions or concerns regarding the disclosure of your information to third parties, please contact us at the contact information provided below.

2.5 Cookies and Tracking Technologies

The Well Badger Resource Center website may use cookies and similar tracking technologies to enhance user experience, analyze website usage, and gather information about your preferences. You can manage your cookie preferences through your browser settings.

2.6 Links to Third-Party Websites

The Well Badger Resource Center website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage users to review the privacy policies of any third-party sites they visit.

2.7 Privacy of Minors

At the Well Badger Resource Center, we are committed to providing comprehensive referral services to all Wisconsin residents, this can include minors (people under the age of 18). In order to better understand and assist each individual, we may collect certain information including county, age, health insurance status, school district, etc. This information is strictly used for the purpose of connecting individuals with appropriate resources and support. We prioritize the privacy and security of all the information we collect, and we handle it in accordance with applicable laws and regulations.

2.8 Consent and Opt-Out

By using the Well Badger Resource Center website, you consent to the collection and use of your information as described in this Privacy Policy. You may opt-out of receiving promotional materials and newsletters by following the unsubscribe instructions provided in the communication or by contacting us directly.

CONTACT US

If you have any questions or concerns regarding these Terms of Use or Privacy Policy, please contact us at:

Wisconsin Women's Health Foundation

Address: 2503 Todd Drive. Madison, WI 53713

Email: help@wellbadger.org

Phone: 1-800-642-7837

Please note that these contact details are subject to change, and you should refer to the Well Badger Resource Center website for the most up-to-date contact information.
By using the Well Badger Resource Center website and its services, you acknowledge that you have read, understood, and agree to these Terms of Use and Privacy Policy.

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