
TEEN CONNECT

Tampa Bay

Privacy Policy

Introduction

Teen Connect Tampa Bay is part of the Healthy Start Coalition of Hillsborough County's Adolescent Health Initiative that partners with youth-serving organizations, like the Ybor Youth Clinic, to improve teen access to health services and community resources. The program features an online resource directory (www.TeenConnectTampaBay.org) and peer navigation services to provide personalized support with referrals and linkages to youth-friendly resources in Hillsborough County.

The program utilizes an online youth-risk screening tool – [Assessment Data Analytics Management \(ADAM\)](#) – to identify clients' health risks and social needs to help link youth with customized resources and referral services based on their screening results. Customized follow-up includes tailored text messages with health education, links to local resources, surveys to assess successful connections and satisfaction with referrals provided, and personalized support from peer navigators to help manage and address health risks and resource needs. Message frequency will vary based on client needs and requests. Clients can opt out at any time by texting 'STOP.'

This Privacy Policy outlines how we protect your Personally Identifiable Information (PII), what PII we may collect, and how we may use that Information.

We Respect Your Privacy

Teen Connect service provider, the [Healthy Start Coalition of Hillsborough County](#), and partners, the CVS Health Foundation, Possibilities for Change, University of South Florida (USF) Health, and Ybor Youth Clinic, respect your privacy and that of every individual who visits or signs up for the service, or provides us with PII via the interactive features of the service or contacts us through our website by e-mail. PII means any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains, or from which identification or contact information of an individual person can be derived. PII includes but is not limited to first and last name, address, phone number or email address. PII may include information known as Protected Health Information (or "PHI") which is defined by and managed in accordance with a Federal Law known as HIPAA. In providing the Service, we both receive PII from you, and send PII to you. We may also receive your PII from our partners if you have given them permission to share it with us.

Information We Collect

In connection with Teen Connect services, we may ask you to provide certain demographic information, including your age, gender, zip code, mobile number, e-mail address, and/or other information to help provide customized services to the client. Submitting such Information to us constitutes your consent to our using your PII in accordance with this policy.

How We Use the Information

We may use your PII for several reasons:

- To provide you with the service.
- To personalize the service.
- To provide you with customer support.
- To evaluate and improve the service.
- To notify you of new service features and other services that we provide.
- To notify you of other health services and benefits that our partners may provide you.
- To take actions to help us obey laws or stop fraud and abuse.
- To take actions to enforce our agreements and policies.
- To manage our operations.

Terms and Conditions

General Disclaimer

Teen Connect is provided to you "as is," without any representation or warranty, express or implied, of any kind, including, but not limited to, warranties of merchantability, non-infringement, or fitness for any particular purpose. The Healthy Start Coalition of Hillsborough County does not warrant the accuracy or completeness of the service, the suitability of the content or the reliability of any advice, opinion, statement or other information displayed or distributed through the Teen Connect. You acknowledge that any reliance on any such opinion, advice, statement, memorandum, or information shall be at your sole risk. The Service Provider do not warrant that the functions contained in the materials will be uninterrupted or error-free, that defects will be corrected, or that the host website is free of viruses or other harmful components.

Medical Disclaimer

Teen Connect is not a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding medication, medical conditions or treatment. Through Teen Connect services, you do have access to health professionals for non-emergency inquiry, referrals to health services or recommended resources. In case of emergency, always seek out emergency help by calling 911 or visiting your local emergency medical services to be seen in person.

Information You Provide

Any PII you provide to the Healthy Start Coalition of Hillsborough County via this website or via the Mobile Teen Connect service is protected by and subject to our Privacy Policy. Access or delivery to mobile network is not guaranteed delivery of information and content from or to a mobile device may fail due to circumstances or conditions beyond the Healthy Start Coalition of Hillsborough County's control. You understand and acknowledge that network services, including but not limited to mobile network services, are outside of the Healthy Start Coalition of Hillsborough County and the Healthy Start Coalition of Hillsborough County is not responsible or liable for such problems. Message transmission and delivery by your network operator you understand and acknowledge that your use of Teen Connect from a terminal such as a personal mobile device or personal computer is subject to any agreements you have with your network service provider. Message & data rates may apply when replying to SMS messages, calling phone numbers, uploading documents or linking to websites within Teen Connect messages.

Text and E-Mail Messages are Not Encrypted Text Message (SMS) communications or emails from Teen Connect are not encrypted and therefore this information can be read if intercepted while in transit. Although the Healthy Start Coalition of Hillsborough County's use of this information is governed by the Privacy Policy, it is possible for these communications to be intercepted or accessed without your authorization. By using Teen Connect services, you hereby release the Healthy Start Coalition of Hillsborough County, their officers, directors, employees, contractors, agents, successors, assigns, and all of their affiliates, and partners, from any and all liability arising from or related to any such unauthorized access.

Access or Delivery to Mobile Network is Not Guaranteed

Delivery of information and content from or to a mobile device may fail due to circumstances or conditions beyond the Healthy Start Coalition of Hillsborough County's control. You understand and acknowledge that network services, including but not limited to mobile network services, are outside of the Healthy Start Coalition of Hillsborough County and the Healthy Start Coalition of Hillsborough County is not responsible or liable for such problems.

Message Transmission and Delivery by Your Network Operator

You understand and acknowledge that your use of Teen Connect from a terminal such as a personal mobile device or personal computer is subject to any agreements you have with your network service provider. Message & data rates may apply when replying to SMS messages, calling phone numbers, uploading documents or linking to websites within Teen Connect messages.

To cancel the service, text 'STOP' at any time. For technical help, text 'HELP'

Contact Us

If you have questions regarding our Terms and Conditions, please e-mail us at teenconnecttampabay@gmail.com.

If you are experiencing problems with the Service you can contact us by e-mailing teenconnecttampabay@gmail.com. Please provide a full problem description in the e-mail.