

PRIVACY POLICY FOR HAPPINESS SURVEY

Your privacy is very important to us; we want you to participate in our survey with complete confidence that your privacy will be respected. This privacy statement explains our privacy practices.

Information We Collect

To complete this survey, we collect personal information (such as your name, address or email address, phone number), as well as your survey responses.

Your personal information will be withheld from local Bickford Branches to protect your privacy. We will not use or disclose your personal information for marketing purposes. We will not contact you unless you expressly request communication or if the contact is necessary to verify the integrity of the survey process.

Use of Survey Information

In general, we use the survey information we collect for:

- Internal training
- Operational management and improvement
- Customer service
- Online reviews
- Other business purposes

Disclosure of Personal Information

We will not disclose your personal information to anyone unless:

- You request follow-up communication or otherwise expressly consent to the disclosure
- The disclosure is required by law

Participating in this survey is voluntary. If you have any concerns about the information collection practices, please refrain from completing the survey and contact us at the phone number below.

Information Security

We have implemented reasonable technical, physical and administrative safeguards to help protect your personal information against unauthorized access or loss.

Questions

If you have any questions about this privacy statement or this survey, please call 913-538-5900 or email survey@bickfordseniorliving.com.