

Privacy Policy

The ACT Research Group respects the privacy of our Users and takes privacy issues seriously. Please review our Privacy Policy carefully to understand our privacy practices and to make an informed decision when using our services. This Policy informs you about our policies and practices regarding the collection, use, and disclosure of your information, as well as how we safeguard the information you provide. By using our service or otherwise providing your information to us, you agree to the terms of this Privacy Policy.

ABOUT OUR SERVICES

ACT Guide is an online mental health education program developed and maintained by the ACT Research Group in the Psychology Department of the Emma Eccles Jones College of Education and Human Services at Utah State University for individuals interested in receiving a self-guided resource to improve mental health and quality of life. All personal data is stored and processed in the USA, including hosting and maintenance services.

INFORMATION WE COLLECT

Personally Identifiable Information (PII), as well as non-personal information, is collected by the ACT Research Group when you access our services. We collect this information because we want to give you, the User, the best experience possible. The information collected is (1) to manage the services, (2) to deliver our Users a high-quality user experience, (3) to improve our services, features, and content, and (4) to advance the research and educational endeavors of the ACT Research Group.

Personally Identifiable Information (PII) includes information that can be used to identify you, such as your name and email address.

Non-personal or non-identifiable information collected is information that cannot be used to identify you, such as anonymous usage data gathered as you navigate through the service including number of clicks, time stamps, and user-entered data in online worksheets.

User Information

We may collect, use, and store PII that you provide to us when you register for the service. This information will be stored on encrypted servers.

Registration

When registering and paying for the service, we may ask you to provide us with some PII to create your user profile and to support your use of the service, including your name, user name, password, email, or other information needed to activate, validate, and deliver services to you.

Credit Card/PayPal Information

We collect payment information such as credit or debit card numbers and other related information when you pay for our services. Payment information is transmitted via a secure payment processing system and stored on encrypted servers, and we don't share this information.

As our program is hosted on Qualtrics, an online survey platform, policies regarding how data you submit while using the program may change. Please visit <https://www.qualtrics.com/privacy-statement/> to view the most current version of Qualtrics' privacy policy.

DATA RETENTION

We are required under U.S. tax law to keep your basic personal data (name, address, contact details) for a minimum of seven years; after which, it will be destroyed. After you complete the program, the data you submitted may be anonymized (i.e. any aspect of the data that could identify you will be removed) and processed for future research purposes in order to improve this program or similar programs. You may notify us at any time if you would like to correct any data we have about you or request that we delete any data.

HOW WE PROTECT YOUR PERSONAL INFORMATION

We are committed to ensuring that your personal information is secure at rest and in transit. To prevent unauthorized access or disclosure, we have put in place appropriate technical, physical, and managerial procedures to safeguard the information we collect from you. Access to all data is controlled and limited to a need-to-know basis. Only the program manager, program assistants, and Qualtrics administrators have access to your course information. University officials involved with payment processing may access your payment information.

CONTROL AND ACCESS TO YOUR PII

You may contact us at (385) 374-0338 or ACTGuide@usu.edu to inquire, correct, delete data we have about you, or to express concerns about how we use your data.

YOUR RIGHTS

We are required by law to: Protect the privacy of your Personal Information, provide you this notice explaining our responsibilities and privacy practices when we collect your Personal Information and inform you in the event of a breach of information.

You have control over your Personal Information. Therefore, at anytime, you can object or withdraw your consent to the use of your personal information.

Subject to legal exceptions, you have the right to:

- request a copy of the personal information we hold about you;
- to have any inaccuracies corrected;
- to have your personal information erased;
- to place a restriction on our processing of your data;

- to object to processing; and to request your data to be ported (data portability).”

PEER-SUPPORT COACHING

Users who attend USU are offered the opportunity to enroll in our peer-support coaching service. If you choose to opt into this service, you will be matched with a peer-support coach who will have brief weekly phone calls with you to talk about ACT Guide. Peer-Support Coaches are also USU undergraduate students but will not be matched with users who they personally know. Peer-Support Coaches do not provide counseling or therapy, but instead offer accountability and the opportunity to review ACT Guide content.

Information about the User/Coach relationship will generally remain confidential; however, in certain circumstances disclosures to other parties may be made to ensure your safety. Additionally, Peer-Support Coaches may discuss the content of coaching phone calls during group supervision, which is attended solely by other Peer-Support Coaches and their supervisor. If a Peer-Support Coach has reason to suspect that you are experiencing a significant stressor or hardship, a “Student of Concern” report may be filed, which will be evaluated by the USU Connect Assist Refer and Empower (CARE) Team. The USU CARE Team will then refer you to appropriate resources. If there is a significant threat-to-self or threat-to-others, you may also be referred to the Behavioral Intervention Team (BIT) for further care. Circumstances such as intent to seriously harm someone, suicidal intent, disclosure of abuse or neglect of a child, someone with a disability, or an aging person, or lawful subpoena may additionally warrant immediate referral to emergency services, potentially including law enforcement.

It is also important to note that in some situations, there is a risk of interception of information in using certain technology such as email, mobile phones, etc. The Peer-Support Coach will take reasonable precautions on their end when using technology to communicate. Coaching calls are recorded for supervision purposes, and previously described protections of information apply. Coaching calls are stored on Box, please visit <https://www.box.com/legal/privacypolicy> to view the most current version of Box’s privacy policy.

PRIVACY NOTICE CHANGES

The ACT Research Group may update this Privacy Policy as needed and as determined by USU. You are encouraged to periodically review this Privacy Notice. If we make any material changes in the way we collect, use, and/or share the personal information that you have provided, we will post notice of the changes in a clear and conspicuous manner on the ACT Guide landing page (<https://scce.usu.edu/services/act-guide>).

This Privacy Policy is effective as of July 31st 2019. The Privacy Notice was last modified on August 17th 2022.

For questions concerning this Privacy Notice, please contact us at (385) 374-0338 or ACTGuide@usu.edu.