



Policy & Procedures Manual

Privacy Policy

Privacy Policy

Public Records Notice (Florida Law)

Under Florida law, including Chapter 119, Florida Statutes:

- Communications with CSC Broward, including emails and form submissions, may be public records.
- Such records may be subject to disclosure upon request unless exempt by law.
- Email addresses provided to CSC Broward may be released in response to a public records request.

If you do not want your email address released, you should contact CSC Broward in writing to records@cscbroward.org.

1. Purpose and Scope

The Children's Services Council of Broward County ("CSC Broward," "CSC," "we," or "our") is committed to protecting the privacy of individuals who interact with our website and services.

This Privacy Policy explains how CSC Broward collects, uses, maintains, and shares information obtained through its website and related digital services, consistent with applicable federal and Florida law.

2. Information We Collect

A. Information Collected Automatically

When you visit the CSC Broward website, we may automatically collect non-personal information, including:

- Internet protocol (IP) address

- Domain name
- Browser type and operating system
- Date, time, and pages visited
- Referring website
- Location

This information does not identify you personally and is used only to improve website functionality and performance.

B. Information You Voluntarily Provide

CSC Broward collects personal information only when you choose to provide it, such as:

- Completing an online form
- Sending an email
- Registering for events or services
- Submitting applications

Examples may include your name, email address, phone number, or other relevant details.

3. How Information Is Used

CSC Broward uses collected information to:

- Respond to inquiries or requests
- Deliver services and program support
- Improve website functionality and user experience
- Conduct research, evaluation, and care coordination related to CSC-funded programs
- Maintain records required by law

CSC may also use aggregated or de-identified data for research and system improvement purposes.

4. Data Sharing and Disclosure

CSC Broward does not sell or rent personal information.

Information may be shared:

- With other government agencies when relevant to a request or program
- With contracted providers or partners for program delivery or research
- When required by federal or state law
- With your consent

CSC limits access to personally identifiable information to authorized personnel and uses aggregate or de-identified data whenever possible.

5. Data Security and Protection

CSC Broward employs administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, alteration, or destruction.

These safeguards include:

- Restricted access to sensitive data
- Use of de-identified data for analysis
- Secure data transfer mechanisms
- Required privacy and security training for staff and contractors

No system is completely secure; however, CSC Broward takes reasonable steps to protect all information.

6. Data Retention

CSC Broward retains information in accordance with:

- Florida public records retention schedules
- Applicable laws and grant requirements

- Organizational records management policies

Information is retained only as long as necessary to fulfill its intended purpose or legal obligations.

7. Cookies and Tracking Technologies

CSC Broward may use cookies or similar technologies to:

- Enhance user experience
- Analyze website performance
- Improve services

Users may adjust browser settings to disable cookies, though some features may be affected.

8. External Links

CSC Broward's website may contain links to external websites. CSC Broward is not responsible for the privacy practices or content of those sites. Users should review the privacy policies of external sites before providing personal information.

9. Children's Privacy

CSC Broward is committed to protecting the privacy of children. When collecting information related to youth programs:

- Data is handled with heightened confidentiality
- Personal information is used only for authorized program, evaluation, or legal purposes
- Parental or guardian consent is obtained when required

CSC primarily uses de-identified data for reporting and research.

10. Your Privacy Choices

You may:

- Choose not to provide personal information
- Contact CSC Broward by phone or mail instead of online
- Request clarification regarding how your information is used

Certain services may be unavailable without required information.

11. Changes to This Policy

CSC Broward reserves the right to update this Privacy Policy as needed to reflect:

- Changes in laws or regulations
- Updates in technology
- Modifications to CSC services

Updates will be posted on this page with the effective date.

12. Contact Information

For questions regarding this Privacy Policy, please contact:

Children's Services Council of Broward County

6600 West Commercial Boulevard

Lauderhill, Florida 33319

Phone: (954) 377-1000

Website: www.cscbroward.org

Email: records@cscbroward.org