



Linksy Privacy Policy Notice

Purpose and Our Commitment to Privacy

Maintaining the privacy and safety of those using our services is very important to us. This Privacy Policy Notice outlines how Linksy, a service operated by Impact Clay, handles personal information. Information gathered through the platform is limited to name and contact information (email or phone number) and is only collected when a user voluntarily provides it for the purpose of receiving a referral. Your information is only shared with a selected organization when you expressly request a referral through the system.

Linksy does not collect or store protected health, financial, or sensitive information. Your anonymity is respected unless you choose to provide identifying information for service referral purposes.

Legal and Regulatory Compliance

Linksy operates in compliance with applicable data privacy standards. Because Linksy does not collect or store protected health information (PHI) or sensitive data (e.g., medical, substance use, mental health, HIV), it is not subject to HIPAA or 42 CFR Part 2. Any Subscriber that collects such data outside of Linksy remains solely responsible for their own compliance.

Impact Clay does not assume responsibility for HIPAA compliance on behalf of Subscriber organizations. Each Subscriber must follow applicable laws that govern their operations.

Confidentiality Rights and User Control

Linksy is committed to maintaining the confidentiality of users who engage with the platform. Users are informed before submitting their information that it will be shared only for the purpose of connecting them to the specific service provider they request.

Users may choose to remain anonymous. No personal information is collected unless voluntarily submitted by the user in the referral process. If no referral is requested, no identifying information is stored or shared.



Consent and Referral Process

Consent is granted when a user voluntarily enters their name and contact information into Linksy and confirms that they would like to be referred to a listed organization. This affirmative action serves as informed consent to share that information with the requested provider.

A clear message is shown in the chatbot at the point of referral stating that name and contact details will be shared to complete the referral. This action is logged and time-stamped for audit purposes. No paper forms or separate written consent are required for this basic identifying information.

Data Access Controls

Subscribers (organizations receiving referrals through Linksy) access the shared platform to view referrals sent to their organization. Only the user's name and provided contact information are included.

Each Subscriber is only permitted to view information relevant to referrals sent to them. No other user or agency can view information outside of their assigned referrals. All system access is logged.

Subscribers may make internal notes related to referrals they receive. These notes are visible only to their own staff and not shared with other agencies.

Use of Cookies and Third-Party Services

Linksy does not use tracking cookies or analytics tools that collect personal data. Basic session cookies may be used to maintain functionality (e.g., keeping a user connected to a chat session).

No personal information is shared with third parties. Any third-party infrastructure vendors (e.g., hosting or security services) operate under strict privacy and security requirements.

Mobile and Browser-Based Access

Users can access Linksy through mobile devices and web browsers. Regardless of device used, the same protections and access controls apply.



Linksy encrypts all communication between the user's device and the platform. No personal data is stored on the user's device.

Organizational Responsibilities

Each Subscriber organization is responsible for ensuring their users adhere to their own internal privacy practices and applicable legal obligations. Impact Clay does not control how Subscriber staff manage referral follow-up or how they store any information they receive after the referral is made.

Grievance Procedure

If you believe your privacy has been violated or your information has been misused, you have the right to file a grievance. To initiate a complaint, please contact Impact Clay by email at linksy@impactclay.org or call **904-330-1848**. We take all concerns seriously and will review your grievance in a timely and confidential manner.