

Gentiva Privacy Policy

This Privacy Policy applies to this website (“the Site”), which is owned and operated by Gentiva (and its subsidiaries and affiliates), and forms part of the Terms and Conditions of Use that govern your use of the Site.

PLEASE READ THIS PRIVACY POLICY CAREFULLY BEFORE USING THE SITE.

By using our Site, you acknowledge that you have read this Privacy Policy, and agree to be bound by it. If you do not agree to any of the terms contained in this Privacy Policy, your remedy is not to use the Site.

Our Privacy Policy is based on the principles of:

- notice/awareness
- choice/consent
- access/participation
- integrity/security

Privacy Policy last updated: November 22, 2021

1. Information We Collect and How We Collect It

We may collect different kinds of information from you in different ways. This Privacy Policy tells you about our information gathering, use, and disclosure practices and applies to information gathered through your use of this Site and your electronic communications through this Site. We collect information on the Site in the following ways:

1. **Voluntarily Provided.** In the course of visiting and using the Site, you may provide personal information. In the course of doing so, you may be asked for information about yourself, including your name, email address, mailing address, date of birth, or other personally identifiable information (“Personal Information”). You may also provide voluntary information when submitting an inquiry, asking us to provide information to you, or applying for a job. You may choose whether to disclose Personal Information, but you may not be able to use the Site, or access certain content, without disclosing it. We may collect information you send us, use pseudonymous identifiers, aggregate it, and/or de-personalize it.
2. **Technologically Gathered.** We may collect some information automatically as you navigate the Site. We may combine information about your use with information about others’ use to generate aggregated information about visitors as a group. In particular, we employ Google Analytics and Facebook Pixels to collect user demographics, which helps inform us about our users’ ages, genders, and preferences. We may also collect and store your IP address, your operating system version, your browser version, the pages you visit within the Site, the length of time you spend on pages within the Site, the site from which you linked to ours, search terms you used in search engines which resulted in you linking to the Site, etc. We may review this information and use it to view and create reports to assist us with analyzing our users’ preferences and patterns.

We, as well as third parties such as Facebook, may use cookies, web beacons, and other storage technologies to recognize you or to collect or receive information from your use of the Site and elsewhere on the internet. We or third parties such as Facebook may aggregate the information collected through storage technologies with your information, and the information collected may be used to speed your use of the Site, to provide measurement services, or to provide targeted advertisements on the basis of legitimate interests.

1. "COOKIES" are small pieces of information that are stored by a user's internet browser on a user's computer's hard drive. Most internet browsers are initially set to accept cookies. You can set your browser to refuse cookies, but then you may not be able to access or use portions of this Site.
2. "WEB BEACONS" are small bits of code embedded in web pages or emails that assist in delivering cookies. Web beacons help us determine whether a page on this Site has been viewed and, if so, how many times. Although you cannot decline to receive web beacons when visiting a web page, you can choose not to receive web beacons by email if you disable HTML images or refuse HTML email messages, but you may not be able to experience all portions of the Site or service.
3. "LOG FILES": The Site server automatically recognizes the Internet URL from which you access this Site. We may also log your Internet protocol ("IP") address for system administration and troubleshooting purposes. (An IP address indicates the location of your computer on the Internet.)
4. FACEBOOK PIXELS AND GOOGLE ANALYTICS. We employ Google Analytics and Facebook Pixels to collect user demographics and online behaviors, which helps inform us about our users and their preferences. Our use of Google Analytics is discussed below. We also share information about your use of the Site with our social media, advertising, and analytics partners.

2. How We Use the Information

Generally, we use information collected through the Site to enhance and personalize the Site, to communicate with you via email, to improve, administer, customize, and/or maintain the Site, to understand our users' preferences and patterns, and to carry out our obligations and enforce our rights. The disclosure of such information is on the basis of legitimate interests. We may use your depersonalized information to conduct market research and analysis for ourselves and for others or disclose information about demographics or use of our Site in a way that does not personally identify you. We may also use your Personal Information to contact you with service messages about our services or those of our affiliates. We will only email or text you with marketing information where you have consented to receive it, such as in the event you provide us with your email address and consent to receiving marketing emails from us in exchange for downloading

certain content from the Site. We do not use Personal Information to make automated decisions.

3. **Disclosure to Third Parties**

There are limited times when we may disclose your Personal Information, primarily to enforce legal rights or when authorized by you.

1. **General Disclosures.** We may disclose your Personal Information in response to a subpoena or other court order, if otherwise required by law, or in an effort to cooperate with law enforcement. We may disclose your Personal information when we believe that doing so is necessary or desirable (a) to enforce our rights or defend against legal claims, (b) to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving personal threats to physical safety, allegations of intellectual property infringement or violations of privacy rights and/or (c) as otherwise required by law. We may disclose your Personal Information in the event of a sale of substantially all of the assets, the merger, dissolution, or reorganization, or in connection with the transfer of a discrete portfolio of assets or information of Gentiva, or one of its affiliates that operates this Site. If that happens, the new company's privacy policy may govern the further protection, use, and disclosure of your Personal Information.
2. **Sharing Information.** Except as otherwise stated in this Privacy Policy, we do not currently share, sell, or rent your Personal Information with non-affiliated third parties so that they may offer, market, and advertise products and services directly to you. If you would like more information regarding your online choices, you can visit www.aboutads.info/choices or www.youronlinechoices.eu.
3. **Outside the EEA.** Gentiva is based in the United States. By sharing your Personal Information with Gentiva, you are transmitting your Personal Information outside the European Economic Area and to the United States. If Gentiva shares your information with other persons or entities as described above, such recipients are also located outside the European Economic Area and in the United States.

4. **Basis for Processing Information**

We process data with your consent or when we have a legitimate basis for doing so.

5. **Managing Your Information**

Your Rights, Generally. You have certain rights with respect to your Personal Information. We strive to provide you with access to your Personal Information that we hold so long as the burden or expense of doing so is not disproportionate to the risks to your privacy and where the rights of others would not be violated. Specifically, you have the right to access a copy of the Personal Information we collect from you and to verify, update, or correct it (including to have obsolete information removed); rectify, modify, erase, and/or export your Personal Information; object to the processing of your Personal Information; request data portability; and the right to lodge a

complaint with the supervisory authority. To the extent we process your Personal Information based upon your consent, you have the right to withdraw your consent at any time by contacting us. You may also request information about how we have processed your Personal Information that we have retained, how we have used it, and to whom we have disclosed it by contacting us. The mechanisms below provide you with certain options about how to exercise control over your Personal Information:

1. *Accessing, Modifying, or Deleting Your Personal Information.* You may request a copy of your Personal Information in electronic format and free of charge by sending us a written request. Upon your request, we will remove your Personal Information from our records related to this Site. If you wish to update/correct Personal Information or remove your Personal Information from our records, please send your request to us via email at compliancehelp@gentivahs.com or via postal mail at:

Gentiva
Attn: Compliance, Online Records Update
3350 Riverwood Parkway SE, Suite 1400
Atlanta, GA 30339

2. *Opting Out.* If you are in the European Economic Area, we will only send you marketing emails if you have given us your explicit consent. You may choose to opt out of receiving marketing emails from us at any time by sending your request to us via email at compliancehelp@gentivahs.com or via postal mail at the address listed above, or by using the means (such as clicking “unsubscribe”) provided in our emails.
3. *Do Not Track.* Some browsers have a “do not track” feature that, when enabled, signals websites and online services that you do not wish to be tracked. We take no action in response to web browser signals and other mechanisms that enable consumers to exercise choice about behavioral tracking because there is still no acceptance standard for how to respond to them.

6. Data Protection

We take the protection of your Personal Information seriously. While we endeavor to safeguard your Personal Information, we cannot guarantee absolute security. You acknowledge and agree that we shall not be liable for any security breach that results from causes or events that are beyond our control, such as acts of God, hacking, terrorism, power outages, defects in third party security products and services, your own acts or omissions, and other similar events. Please be aware that no security measures are perfect or impenetrable, so security is not guaranteed.

7. Cookies

To make the visit to our website attractive and enable the use of certain functions to display suitable products or for market research, we use cookies on various pages. This serves to safeguard our legitimate interests in optimizing the representation of our offer that is predominant in the context of weighing our interests. Cookies are small text files that are automatically stored on your device. Some of the cookies we use are deleted after the end of the browser session, i.e., after closing your browser (session cookies). Other cookies remain on your device and allow us

to recognize your browser on your next visit (persistent cookies). The duration of the storage can be found in the overview in the cookie settings of your web browser. You can set your browser so that you are informed about the setting of cookies and individually decide on their acceptance or exclude the acceptance of cookies for specific cases or in general. Each browser differs in the way he manages the cookie settings. This is described in the Help menu of each browser, which explains how to change your cookie settings. These can be found for the respective browser under the following links:

Internet Explorer: <http://windows.microsoft.com/en-US/windows-vista/Block-or-allow-cookies>

Safari: <https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac>

Chrome: <http://support.google.com/chrome/bin/answer.py?hl=en&hlm=en&answer=95647>

8. **Web Analytics**

For website analysis, this website uses Google Analytics, a web analytics service provided by Google LLC (www.google.com) and headquartered in the US. This serves to safeguard our legitimate interests in optimizing the representation of our offer that are predominant in the context of weighing our interests. Google Analytics uses methods that allow you to analyze the use of the website, such as cookies. The automatically collected information about your use of this website is usually transmitted to and stored on a Google server in the United States. By activating IP anonymization on this website, the IP address will be shortened prior to transmission within the member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be sent to a Google server in the United States and shortened there. The anonymized IP address provided by Google Analytics within the framework of Google Analytics will generally not be merged with other data provided by Google.

You can prevent the collection of the data (including your IP address) generated by the cookie and related to your use of the website from Google as well as the processing of this data by Google by downloading and installing the browser plug-in available under the following link: <http://tools.google.com/dlpage/gaoptout?hl=en>. As an alternative to the browser plug-in, you can click on this link to prevent the collection by Google Analytics on this website in the future. An opt-out cookie is stored on your device. If you delete your cookies, you must click the link again.

9. **Data Retention**

We may keep your Personal Information for as long as needed or permitted in light of the purpose(s) for which it was obtained.

10. **Children**

This Site is not intended for use by children under the age of 18 and we do not knowingly collect information from children under the age of 18 on this Site. If we discover that any information is collected from a child under the age of 18, such information will be immediately removed from our Website. If you are concerned about your child's use of the Site, you may use web-filtering technology to supervise or limit access to the Site.

11. European Union

For purposes of the General Data Protection Regulation, with respect to information collected through this Site, we are generally the data controller and you may contact us at the contact information set forth below. We use, process, or share your Personal Information upon the lawful basis of contract, consent, legal obligation, and/or our legitimate interests. We may use the services of third party data processors to process personal data in accordance with the purposes identified. We are based in the United States. Therefore, when we collect your Personal Information, it may be transferred to the United States and we process it in the United States.

12. Modifications to Privacy Policy

We may modify this Privacy Policy from time to time in our sole discretion. If we make a material change to this Privacy Policy, we will post such changes on our Site. We may also notify you of the changes via email. By continuing to use our Site after such notice, you are bound by this Privacy Policy as modified.

13. Contact Information

If you have questions about this Privacy Policy, you may contact us at: compliancehelp@gentivahs.com or via postal mail at Gentiva at 3350 Riverwood Parkway SE Atlanta, GA 30339, or toll-free at (800)359-7412. We will use reasonable efforts to respond promptly to reasonable requests or questions you may have regarding our use of your Personal Information.

Gentiva

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

If you have any questions about this Notice please contact the Privacy Officer.

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| Agency Name: _____ | |
| Operator: _____ | |
| Privacy Officer: Name: Selece Beasley Phone: (678) 449.0437 | Complaints regarding this Notice or your privacy rights should be directed to: Name: Selece Beasley Phone: (678) 449.0437 |

This Notice of Privacy Practices was published on December 7, 2022, and replaces the previously published original Notice.

We are required by law to maintain the privacy of your personal health information and to provide you with notice of our legal duties and privacy practices related to your personal health information. This Notice of Privacy Practices describes how we may use and disclose your personal health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your personal health information. "Personal health information" is information, including demographic information (such as your age or your address), that may identify you and that relates to your past, present or future physical or mental health or condition and related healthcare services or payment for such services. Note, some types of personal health information (e.g., HIV information, genetic information, substance use disorder records, or mental health records) may be subject to additional protections under state and/or federal laws. To the extent an applicable state law is more restrictive than HIPAA, we will comply with the more stringent state law.

We are required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice, at any time. The new notice will be effective for all personal health information that we maintain at that time. You may obtain a copy of any revised Notice of Privacy Practice by contacting the Privacy Officer.

1. Uses and Disclosures of Personal Health Information. Your personal health information may be used and disclosed by individuals that are involved in your care and treatment for the purpose of providing health care services to you. Your personal health information may also be used and disclosed to pay your health care bills and to support our operations. Other uses and disclosures may be made if you are given an opportunity to object to the use or disclosure or with your express authorization.

Examples of the types of permitted uses and disclosures of your protected health care information are explained below. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures that may be made.

We will not provide a copy of your medical records to another person for any of the purposes described below without your express written consent except as explained in this Notice of Privacy Practices.

A. Uses and Disclosures for Treatment, Payment and Practice Operations:

(1) Treatment: We may use and disclose your personal health information for our own treatment purposes or the treatment purposes of another healthcare provider. Treatment activities include the provision, coordination, or management of your health care and any related services. For example, we may disclose your personal health information, as necessary, to physicians who may be treating you.

(2) Payment: Your personal health information may be used or disclosed to obtain payment for the health care services we provide to you or for the payment purposes of another health care provider. For example, we may disclose your personal health information to your health plan to obtain approval for a hospital admission.

(3) Healthcare Operations: We may use or disclose your personal health information to support our business activities. These business activities include, but are not limited to, quality assessment activities, employee review activities, training, conducting or arranging for legal or consulting services, and business planning activities. We may also disclose your personal health information to another entity that is subject to the federal privacy protections to conduct certain business activities including quality assessments and improvement activities, reviews of the qualifications of health care professionals, evaluating provider performance or health care fraud and abuse detection or compliance.

For example, we may disclose your personal health information to third party “business associates” that perform various activities for our organization such as billing services, our answering service and transcription services. Whenever an arrangement between our office and a business associate involves the use or disclosure of your personal health information, we will have a written contract that contains terms that are intended to protect the privacy of your personal health information.

We may also use or disclose your personal health information to remind you of your appointments. In addition, we may use or disclose your personal health information to provide you with information about treatment alternatives or other health-related benefits and services that we offer that may be of interest to you. For example, your name and address may be used to send you a newsletter about our organization and the services we offer. We may also contact you to raise funds for the organization.

B. Uses and Disclosures of Personal Health Information With Your Written

Authorization: Uses and disclosures of your personal health information other than for

treatment, payment or healthcare operations purposes will be made only with your written authorization, unless we are otherwise permitted or required by law to use or disclose your personal health information as described below. You may revoke an authorization, at any time, in writing, except to the extent that we have already taken an action based on the use or disclosure permitted by the authorization.

C. Permitted and Required Uses and Disclosures with an Opportunity to Object: We may use and disclose your personal health information in the instances described below. You will be given the opportunity, when possible, to agree or object to the use or disclosure of all or part of your personal health information. If you are not present or able to agree or object to the use or disclosure of the personal health information, then we may, using professional judgment, determine whether the disclosure is in your best interest. In this case, only the personal health information that is relevant to your health care will be disclosed.

(1) Others Involved in Your Healthcare: Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person you identify, your personal health information that directly relates to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest based on your physician's professional judgment.

(2) Notification Purposes: We may use or disclose personal health information to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care of your location, general condition or death.

(3) Disaster Relief: We may use or disclose your personal health information to an authorized public or private entity to assist in disaster relief efforts and to coordinate with disaster relief agencies.

(4) Facility Directory: We may use and disclose your name, location, general condition, and religious affiliation for a patient directory for access by clergy and persons who specifically inquire about you by name, unless you object or otherwise restrict this use and disclosure. If you are incapacitated or an emergency treatment circumstance exists limiting your ability to object, some or all of the above information may be used in the patient directory if such use is not inconsistent with any of your prior expressed preferences, or it is believed by us to be in your best interests; in which case, when it becomes practicable to do so, we will provide you with the opportunity to object to the use described.

D. Other Permitted and Required Uses and Disclosures That May Be Made Without Your Authorization or an Opportunity to Object: We may use or disclose We may use or disclose your personal health information in the following situations without your authorization or without giving you an opportunity to object to the use or disclosure. These situations include:

(1) Required By Law: We may use or disclose your personal health information to the extent that the use or disclosure is required by law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law.

(2) Public Health: We may disclose your personal health information for public health activities and purposes to a public health authority that is permitted by law to collect or receive the information. The disclosure may be made for the purpose of controlling disease, injury or disability. For example, we may disclose your personal health

information to public health authorities that are authorized by law to notify a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition. We may also disclose your personal health information, if directed by the public health authority, to a foreign government agency that is collaborating with the public health authority.

(3) Health Oversight: We may disclose personal health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

(4) Abuse or Neglect: We may disclose your personal health information to a public health authority that is authorized by law to receive reports of child or vulnerable abuse or neglect. In addition, we may disclose your personal health information if we believe that you have been a victim of abuse, neglect or domestic violence to the governmental entity or agency authorized to receive such information. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws and you will be informed of the report except in certain limited circumstances.

(5) Food and Drug Administration: We may disclose your personal health information to a person or company required by the United States Food and Drug Administration to report adverse events, product defects or problems, biologic product deviations, track products; enable product recalls; make repairs or replacements, or conduct post marketing surveillance.

(6) Legal Proceedings: We may disclose personal health information in the course of any judicial or administrative proceeding, in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized) and in certain conditions in response to a subpoena, discovery request or other lawful process.

(7) Law Enforcement: We may also disclose personal health information, so long as applicable legal requirements are met, for law enforcement purposes. These law enforcement purposes include (1) legal processes and otherwise required by law, (2) limited information requests for identification and location purposes, (3) pertaining to victims of a crime, (4) suspicion that death has occurred as a result of criminal conduct, (5) in the event that a crime occurs on the premises, and (6) in a medical emergency (not on our premises) when it is likely that a crime has occurred.

(8) Coroners, Funeral Directors, and Organ Donation: We may disclose personal health information to a coroner or medical examiner for identification purposes, determining cause of death or for the coroner or medical examiner to perform other duties authorized by law. We may also disclose personal health information to a funeral director, as authorized by law, in order to permit the funeral director to carry out their duties. We may disclose such information in reasonable anticipation of death. Personal health information may also be used and disclosed for cadaveric organ, eye or tissue donation purposes.

(9) Research: We may disclose your personal health information to researchers when their research has been approved by an institutional review board or appropriate privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your personal health information.

(10) Criminal Activity: Consistent with applicable federal and state laws, we may disclose your personal health information if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose personal health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

(11) Military Activity and National Security: When the appropriate conditions apply, we may use or disclose personal health information of individuals who are Armed Forces personnel (1) for activities deemed necessary by appropriate military command authorities; (2) for the purpose of a determination by the Department of Veterans Affairs of your eligibility for benefits, or (3) to foreign military authority if you are a member of that foreign military services. We may also disclose your personal health information to authorized federal officials for conducting national security and intelligence activities, including for the provision of protective services to the President or others legally authorized.

(12) Workers' Compensation: Your personal health information may be disclosed by us as authorized to comply with workers' compensation laws and other similar legally-established programs.

(13) Inmates: We may use or disclose your personal health information if you are an inmate of a correctional facility, your physician created or received your personal health information in the course of providing care to you and the disclosure of the information is necessary for your care, the health and safety of other inmates or correctional personnel or the administration of the correctional facility.

E. Required Uses and Disclosures: We are required by law to make disclosures to you upon request. We are also required to make disclosures of your personal health information when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of the federal privacy requirements.

2. Your Rights. As a patient, you have certain rights related to your personal health information. The following information explains how you may exercise these rights.

A. You have the right to inspect and copy your personal health information. This means you may inspect and obtain a copy of personal health information about you that is contained in a designated record set for as long as we maintain the personal health information. A "designated record set" contains medical and billing records and any other records that is used for making decisions about you. You must submit a written request to the Privacy Officer to inspect or copy your personal health information. We have the right to charge you a reasonable fee for a copy of your medical record.

Under law, however, you may not inspect or copy the following records: (1) psychotherapy notes that are maintained separately from your medical record; (2) information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding; and (3) personal health information that is subject to law that prohibits access to personal health information. Depending on the circumstances, a decision to deny access may be reviewable. In some circumstances, you may have a right to have this decision reviewed. Please contact the Privacy Officer if you have questions about access to your medical record.

B. You have the right to request a restriction of your personal health information.

This means you may ask us not to use or disclose any part of your personal health information for the purposes of treatment, payment or healthcare operations. You may also request that any part of your personal health information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply.

Although we will consider your request, we are not legally required to agree to a requested restriction, except that we must agree to your written request that we restrict a disclosure of personal health information to a health plan if the information relates solely to an item or service for which you have paid out of pocket in full. We are required to abide by such a request, unless we are required by law to make the disclosure. Requests for restrictions must be submitted in writing to the Privacy Officer.

C. You have the right to request to receive confidential communications from us by alternative means or at an alternative location.

We will accommodate reasonable requests to receive confidential communications of your personal health information. We may condition this accommodation by asking you for information as to how payment will be handled or to specify an alternative address or other method of contact. We will not request an explanation from you as to the basis for the request. Please make this request in writing to the Privacy Officer.

D. You may have the right to amend your personal health information.

This means you may request an amendment of personal health information about you in a designated record set for as long as we maintain this information. In certain cases, we may deny your request for an amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a response to your statement and will provide you with a copy of our response. Please contact the Privacy Officer to determine if you have questions about amending your medical record.

E. You have the right to receive an accounting of certain disclosures we have made, if any, of your personal health information.

This right applies to disclosures for purposes other than treatment, payment or healthcare operations as described in this Notice of Privacy Practices. It excludes disclosures made prior to April 14, 2003 and disclosures we make after April 14, 2003 that are (1) pursuant to an authorization; (2) to you, (3) to family members or friends involved in your care, (4) incidental to other permitted disclosures, (5) for national security purposes, (6) for inmates to correctional institutions, (7) part of a limited data set that does not include any direct identifiers and that is subject to an agreement that protects the confidentiality of the personal health information, or (8) for notification purposes. You have the right to receive specific information regarding these disclosures that occur after April 14, 2003 for a period of up to six (6) years. You may request a shorter timeframe. The right to receive this information is subject to certain exceptions, restrictions and limitations.

F. You have the right to receive notice of a breach.

You have the right to be notified in writing following a breach of your personal health information if your information has been or may have been compromised.

G. You have the right to obtain a paper copy of this notice from us. Even if you have agreed to accept this notice electronically, we will furnish a copy of this Notice of Privacy Practices upon request.

3. Complaints. You may submit a complaint to us if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying the individual identified above of your complaint. We will not retaliate against you for filing a complaint. You may contact us about the complaint process.

You also have the right to submit a complaint to the United States Secretary of Health and Human Services if you believe your privacy rights have been violated by us.