

## 1. Introduction

Welcome to Mitten Chiropractic LLC. We are committed to protecting your personal information and respecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your information in accordance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA) and Michigan privacy laws. This notice is effective on 9/1/2024.

Each time you visit our office, a record of your visit is made. Typically, this record contains symptoms, examination and test results, diagnosis, treatment, and a plan for future care.

## 2. Information We Collect

- **Personal Information:** When you visit our office, schedule an appointment, or communicate with us online, we may collect personal information such as your name, address, phone number, email address, date of birth, and insurance information.
- **Health Information:** We collect health-related information necessary for providing chiropractic care, including medical history, symptoms, and treatment plans.
- **Payment Information:** If you make payments for services, we may collect credit card information or other financial details.

## 3. How We Use Your Information

- **Treatment and Care:** We use your personal and health information to provide and manage chiropractic care, including diagnosis, treatment planning, and follow-up care.
- **Administrative Purposes:** Your information may be used for appointment scheduling, billing, and other administrative tasks related to your care.
- **Communication:** We may use your contact information to communicate with you regarding appointments, treatment updates, or other relevant information.
- **Business Associates:** There are some services provided in our organization through contacts with associates. Examples include physician services in the emergency department, radiology, and certain lab tests, referrals to other physicians, and other who may provide work in our office. We may need to disclose your PHI to our business associates so they may perform the job we have asked of them. We have an agreement with these associates to protect your PHI as well.
- We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

## 4. How We Share Your Information

- **Healthcare Providers:** We may disclose your information to other healthcare providers involved in your care, as necessary for treatment coordination.
- **Insurance Companies:** We may share information with insurance companies for billing and claims processing.
- **Legal Requirements:** We may disclose your information if required by law, such as in response to a subpoena or court order.

## 5. Your Rights

- **Access and Correction:** You have the right to access and request corrections to your personal and health information. To do so, please contact us at 616-527-6300.

- **Confidential Communications:** You have the right to request confidential communications and to specify how we contact you.
- **Privacy Complaints:** If you have concerns about how we handle your information, you may file a complaint with our office or with the U.S. Department of Health and Human Services.

#### **6. Security Measures**

We implement appropriate physical, administrative, and technical safeguards to protect your information from unauthorized access, use, or disclosure. However, no system is completely secure, and we cannot guarantee absolute protection.

#### **7. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website and will be effective immediately upon posting. We encourage you to review this policy periodically.

#### **8. Contact Us**

If you have any questions or concerns about this Privacy Policy or how we handle your information, please contact us at 616-527-6300.