

RESILIENT ATHLETICS PHYSICAL THERAPY

Sherman Oaks, California

PRIVACY POLICY

Effective Date: April 17, 2026

1. Introduction

Resilient Athletics Physical Therapy ("we," "our," or "us") is committed to protecting the privacy and security of your personal and health information. This Privacy Policy describes how we collect, use, disclose, and safeguard information about you when you visit our clinic, use our services, or interact with us online.

We are located at Sherman Oaks, California and operate in compliance with the Health Insurance Portability and Accountability Act (HIPAA), the California Consumer Privacy Act (CCPA), the California Privacy Rights Act (CPRA), and all other applicable federal and state privacy laws.

Please read this policy carefully. By using our services, you acknowledge that you have read and understand this Privacy Policy.

2. Information We Collect

2.1 Health and Medical Information (Protected Health Information)

As a physical therapy provider, we collect Protected Health Information (PHI) as defined under HIPAA, which may include:

- Medical history, diagnoses, and treatment records
- Physical therapy evaluation findings and progress notes
- Functional assessments and outcome measures
- Prescription and referral information from other providers
- Billing, insurance, and payment information
- Demographic information (name, date of birth, address, phone number)
- Emergency contact information

2.2 Personal Information We Collect Online

When you interact with our website or contact us electronically, we may collect:

- Name, email address, and phone number submitted through contact forms
- Appointment requests and scheduling information
- IP address, browser type, and device information
- Communications you send to us via email or online messaging

2.3 Information Collected Automatically

Our website may use cookies and similar tracking technologies to collect usage data such as pages visited, time spent on site, and referring URLs. You may adjust your browser settings to refuse cookies, though some features of our site may not function properly as a result.

3. How We Use Your Information

3.1 Treatment Purposes

We use your PHI to provide, coordinate, and improve your physical therapy care, including evaluating your condition, developing and implementing treatment plans, communicating with other healthcare providers involved in your care, and tracking your progress.

3.2 Payment and Billing

We use your information to process insurance claims, verify benefits, collect co-payments, and manage billing and collections. This may involve sharing information with your health insurance carrier, Medicare, Medi-Cal, or other payers as necessary.

3.3 Healthcare Operations

We use your information for internal operations such as quality improvement, staff training, compliance auditing, scheduling, and administrative functions necessary to operate our clinic.

3.4 Communications

With your consent, we may contact you to confirm or remind you of appointments, follow up on your care, send wellness information, or provide information about our services. You may opt out of non-essential communications at any time.

3.5 Legal Compliance

We may use or disclose your information as required by law, including in response to court orders, subpoenas, public health reporting obligations, or investigations by regulatory authorities.

4. How We Share Your Information

We do not sell your personal or health information. We may share your information in the following limited circumstances:

- With other treating healthcare providers involved in your care (with your authorization or as permitted by HIPAA)
- With your health insurance carrier or other payers for billing and reimbursement purposes
- With business associates (e.g., billing services, electronic health record vendors) who are contractually obligated to protect your information under HIPAA Business Associate Agreements
- With family members or caregivers you have designated and authorized
- As required by law, court order, or government regulation

- In emergency situations to prevent serious harm to you or others
- For public health activities as required under California or federal law

5. Your Rights Under HIPAA

As our patient, you have the following rights regarding your Protected Health Information:

- **Right to Access:** You may request a copy of your medical records. We will respond within 30 days and may charge a reasonable fee for copies.
- **Right to Amend:** You may request corrections to inaccurate or incomplete information in your records.
- **Right to an Accounting of Disclosures:** You may request a list of certain disclosures of your PHI made in the past six years.
- **Right to Request Restrictions:** You may request restrictions on how we use or disclose your PHI, though we are not always required to agree.
- **Right to Confidential Communications:** You may request that we communicate with you in a specific way or at a specific location.
- **Right to a Copy of This Notice:** You may request a paper copy of this Privacy Policy at any time.

6. Your California Privacy Rights

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA) with respect to non-PHI personal information:

- **Right to Know:** You may request disclosure of the categories and specific pieces of personal information we have collected about you, the sources of collection, the business purpose, and the categories of third parties with whom we share it.
- **Right to Delete:** You may request deletion of personal information we have collected from you, subject to certain exceptions.
- **Right to Correct:** You may request correction of inaccurate personal information we hold about you.
- **Right to Opt Out:** You have the right to opt out of the sale or sharing of personal information. We do not sell or share personal information for cross-context behavioral advertising.
- **Right to Non-Discrimination:** We will not discriminate against you for exercising any of your privacy rights.

To exercise your California privacy rights, please contact us using the information provided in Section 10 below. We will verify your identity before processing your request and respond within 45 days, with an extension of an additional 45 days when reasonably necessary.

7. Data Security

We implement appropriate administrative, technical, and physical safeguards to protect your personal and health information against unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Secure electronic health record systems with access controls and audit logs
- Encrypted transmission of electronic health information
- Physical security measures for paper records
- Staff training on privacy and security procedures
- Business Associate Agreements with all vendors who handle PHI

Despite these precautions, no data transmission or storage system is completely secure. If you have reason to believe that your information has been compromised, please contact us immediately.

8. Data Retention

We retain patient records in accordance with California law, which generally requires retention of adult patient records for a minimum of seven (7) years from the date of last service, and minor patient records until the patient reaches age 19 or for seven years from the date of last service, whichever is longer. Financial and billing records are retained as required by applicable law.

9. Children's Privacy

We provide services to patients of all ages, including minors. When treating a minor, we collect and maintain health information with the consent of the parent or legal guardian, except where otherwise permitted or required by law. For minors who are legally permitted to consent to their own care under California law, we respect the confidentiality of such information as required.

10. Contact Us

If you have questions about this Privacy Policy, wish to exercise your rights, file a complaint, or obtain our Notice of Privacy Practices, please contact us:

Resilient Athletics Physical Therapy

Sherman Oaks, California

Privacy Officer / HIPAA Compliance Contact

To obtain our mailing address, phone number, or email, please visit our website or call our front desk.

You also have the right to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights (www.hhs.gov/ocr) or the California Attorney General

(oag.ca.gov) if you believe your privacy rights have been violated. We will not retaliate against you for filing a complaint.

11. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. If we make material changes, we will notify you by posting the revised policy at our clinic and, where required, by providing direct notice. The effective date at the top of this document will reflect the date of the most recent revision.

Your continued use of our services after any changes constitutes your acceptance of the updated Privacy Policy.

Resilient Athletics Physical Therapy | Sherman Oaks, CA

This document does not constitute legal advice. Consult a licensed healthcare attorney to ensure full compliance with all applicable laws.