

# Privacy Policy

**Last Updated: September 1, 2025**

EPK, LLC dba Wild Lotus Chiropractic ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information, including Protected Health Information (PHI), in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

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## 1. Information We Collect

We may collect two types of information:

- **Personal Information:** Name, address, phone number, email address, payment information, insurance details, and other non-medical identifiers.
  - **Protected Health Information (PHI):** Medical history, treatment information, diagnostic details, and other health-related information you provide or that we create as part of your care.
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## 2. How We Use Your Information

We use your personal and health information to:

- Provide, coordinate, and manage your chiropractic and wellness services.
  - Communicate with you regarding appointments, treatment, and care.
  - Bill and process payments.
  - Conduct healthcare operations such as quality assessment, training, and compliance monitoring.
  - Send you wellness-related communications, if you have given consent.
  - Comply with legal and regulatory obligations.
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## 3. HIPAA Uses and Disclosures of PHI

Under HIPAA, we may use or disclose your PHI without your prior written authorization for:

- **Treatment:** Sharing PHI with other healthcare providers involved in your care.
- **Payment:** Submitting claims to insurance companies, billing, and collections.
- **Healthcare Operations:** Quality improvement, audits, compliance, and staff training.
- **Public Health and Safety:** When required to prevent serious threats, report abuse, or comply with public health reporting laws.
- **Legal Requirements:** When required by law, regulation, or court order.

All other uses or disclosures of PHI require your written authorization, which you may revoke at any time.

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## 4. Patient Rights Under HIPAA

You have the following rights regarding your PHI:

- **Right to Access:** You may request copies of your health records.
- **Right to Amend:** You may request corrections to your PHI if you believe it is inaccurate or incomplete.
- **Right to Restrict:** You may request limits on how your PHI is used or disclosed, subject to legal and operational requirements.
- **Right to Confidential Communications:** You may request we contact you in a specific way (e.g., at work instead of home).
- **Right to Accounting of Disclosures:** You may request a list of certain disclosures of your PHI made by us.
- **Right to a Paper Copy:** You may request a printed copy of this Privacy Policy.

Requests must be made in writing to the contact information listed below.

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## 5. Data Security

We use physical, technical, and administrative safeguards to protect your PHI and personal information against unauthorized access, disclosure, or misuse. While we follow industry best practices, no system is completely secure, and we cannot guarantee absolute protection.

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## 6. Website & Digital Privacy

When you use our website, we may collect non-PHI information such as IP address, device type, and browsing activity through cookies or analytics tools. This information is used only to improve website functionality and user experience.

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## 7. Retention of Information

We retain PHI and personal information for as long as required by law or as necessary to provide care, manage our business, and comply with regulatory obligations.

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## 8. Changes to This Privacy Policy

We may update this Privacy Policy and HIPAA Notice of Privacy Practices from time to time. Any updates will be posted on our website with a revised "Last Updated" date.

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## 9. Contact Us

If you have questions, concerns, or would like to exercise your HIPAA rights, please contact us:

**Wild Lotus Chiropractic**

1106 E State Highway 152, Suite 1, Mustang, OK 73064

405-256-6276

[staff@wildlotuschiro.com](mailto:staff@wildlotuschiro.com)

You may also file a complaint with the U.S. Department of Health & Human Services, Office for Civil Rights, without fear of retaliation.