

Privacy Policy for Coral's Corner Nutrition

Effective Date: June 22, 2025

This Privacy Policy describes how Coral's Corner Nutrition ("we," "us," or "our") collects, uses, and discloses your personal information, including Protected Health Information (PHI), when you visit our website at coralcornernutrition.com (the "Website") and utilize our services as a dietitian private practice in Texas. We are committed to protecting your privacy and handling your information responsibly and in compliance with applicable laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Texas privacy laws. Our NPI is 1598330540.

1. Our Commitment to Your Privacy

Your privacy is paramount to us. This policy explains our practices regarding the collection, use, and disclosure of your information. By accessing or using our Website and services, you agree to the terms of this Privacy Policy.

2. Information We Collect

We collect various types of information, including personal information and Protected Health Information (PHI), to provide our services, improve our Website, and communicate with you.

a. Personal Information You Provide Voluntarily: This includes information you provide directly to us through forms on our Website, during consultations, or through other communications. This may include:

- **Contact Information:** Name, email address, phone number, mailing address.
- **Demographic Information:** Date of birth, gender.
- **Health Information (PHI):** Medical history, dietary habits, health goals, treatment plans, lab results, diagnoses, insurance information, and other health-related data necessary for providing Medical Nutrition Therapy (MNT).
- **Payment Information:** Billing address, credit card details, or other payment account information (processed securely via third-party payment processors).
- **Appointment Details:** Scheduling preferences, appointment history.
- **Login Credentials:** Username and password if you create an account on our client portal.

b. Information Collected Automatically: When you visit our Website, we may automatically collect certain information about your device and browsing activity. This may include:

- **IP Address:** Your device's Internet Protocol address.
- **Browser Type and Operating System:** Information about the software you use to access the internet.
- **Referring URLs:** The website you came from before ours.
- **Pages Viewed:** The specific pages you visit on our Website.
- **Date and Time of Visit:** When you accessed our Website.
- **Website Usage Data:** Interactions with website elements, session duration.
- **Cookies and Similar Technologies:** We use cookies, web beacons, and other tracking technologies to enhance your browsing experience, analyze website traffic, and understand user behavior. You can manage your cookie preferences through your browser settings.

3. How We Use Your Information

We use the collected information for the following purposes:

a. To Provide and Manage Our Services:

- To deliver Medical Nutrition Therapy (MNT) and personalized nutrition counseling.
- To schedule, confirm, and remind you of appointments.
- To process payments for services rendered.
- To communicate with you regarding your care plan and progress.
- To respond to your inquiries and provide customer support.

b. For Business Operations:

- To improve our Website and services based on user feedback and analytics.
- To maintain accurate client records.
- To perform internal data analysis and research.
- To ensure the security and integrity of our systems.

c. For Communication:

- To send you newsletters, updates, and promotional materials related to our services (you can opt-out at any time).
- To respond to your contact requests and general inquiries.

d. For Legal and Compliance Purposes:

- To comply with HIPAA, state, and federal laws and regulations.
- To respond to lawful requests from governmental authorities.
- To protect our rights, privacy, safety, or property, and/or that of our clients or others.

4. How We Disclose Your Information

We understand the sensitive nature of your information and are committed to protecting it. We may disclose your information in the following limited circumstances:

a. With Your Consent: We will obtain your written consent before disclosing your PHI for purposes other than treatment, payment, or healthcare operations (as defined by HIPAA), or as required by law.

b. For Treatment, Payment, and Healthcare Operations (HIPAA Permitted Disclosures):

- **Treatment:** We may share your PHI with other healthcare providers involved in your care (e.g., your physician) to coordinate treatment, with your consent where required.

- **Payment:** We may share your PHI with your insurance company, billing services, or other third parties involved in processing claims and payments for our services.
- **Healthcare Operations:** We may use and disclose your PHI for the purpose of operating our practice, such as for quality improvement activities, training, and business management.

c. Third-Party Service Providers: We may share your information with trusted third-party vendors, consultants, and service providers who perform functions on our behalf and are bound by confidentiality obligations. These may include:

- Website hosting providers
- Client portal and scheduling software providers (e.g., SimplePractice, Healthie)
- Payment processors (e.g., Stripe, Square)
- Email marketing services
- Analytics providers (e.g., Google Analytics)
- Cloud storage providers

We ensure that these third parties are compliant with HIPAA and other relevant privacy laws through Business Associate Agreements (BAAs) where required.

d. Legal Requirements and Law Enforcement: We may disclose your information if required to do so by law or in the good faith belief that such action is necessary to:

- Comply with a legal obligation or valid governmental request (e.g., court order, subpoena).
- Protect and defend the rights or property of Coral's Corner Nutrition.
- Prevent or investigate possible wrongdoing in connection with the services.

- Protect the personal safety of users of the Website or the public.
- Protect against legal liability.

e. Business Transfers: In the event of a merger, acquisition, or asset sale, your personal information may be transferred as a business asset. We will notify you before your personal information is transferred and becomes subject to a different privacy policy.

5. Data Security

We implement reasonable and appropriate administrative, technical, and physical safeguards to protect your personal information, especially PHI, from unauthorized access, use, alteration, or destruction. These measures include:

- Secure servers and data encryption.
- HIPAA-compliant client portal and communication methods.
- Access controls and authentication procedures for staff.
- Regular security assessments and updates.

Despite our efforts, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security.

6. Your Privacy Rights

As a client of Coral's Corner Nutrition, you have certain rights regarding your PHI under HIPAA, including:

- **Right to Access (Inspect and Copy):** You have the right to inspect and receive a copy of your PHI. We may charge a reasonable, cost-based fee for providing the copies.
- **Right to Amend:** You have the right to request an amendment to your PHI if you believe it is incorrect or incomplete. We may deny your request under certain circumstances.
- **Right to an Accounting of Disclosures:** You have the right to request a list of certain disclosures of your PHI made by us.

- **Right to Request Restrictions:** You have the right to request a restriction or limitation on the PHI we use or disclose for treatment, payment, or healthcare operations. We are not required to agree to all requested restrictions.
- **Right to Request Confidential Communications:** You have the right to request that we communicate with you about health matters in a certain way or at a certain location.
- **Right to a Paper Copy of this Notice:** You have the right to a paper copy of this Privacy Policy upon request.
- **Right to File a Complaint:** If you believe your privacy rights have been violated, you have the right to file a complaint with us or with the Secretary of the Department of Health and Human Services. We will not retaliate against you for filing a complaint.

To exercise any of these rights, please contact us using the contact information provided below.

7. Third-Party Websites

Our Website may contain links to other websites that are not operated by us. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services. We encourage you to review the privacy policies of any third-party websites you visit.

8. Children's Privacy

Our Website and services are not intended for individuals under the age of 18 without parental consent. We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and become aware that your child has provided us with personal information, please contact us so that we can take appropriate action.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top of this policy. We encourage you to review this Privacy Policy periodically for any changes. Your continued use of the Website and services after any modifications signifies your acceptance of the updated policy.

10. Contact Us

If you have any questions about this Privacy Policy, our data practices, or if you wish to exercise your privacy rights, please contact us:

Coral's Corner Nutrition Email: coralscornernutrition@gmail.com Phone: 903-363-7498

