

Hands On OT – Privacy Policy

► Introduction

Hands On OT is committed to protecting the privacy and security of your personal information. This policy explains how we collect, use, and safeguard your information in accordance with HIPAA and applicable California privacy laws.

► Information We Collect

Personal Information

- Name, address, phone number, email
- Date of birth
- Insurance information
- Emergency contact details

Health Information (PHI)

- Medical history and referral information
- Evaluation findings and treatment notes
- Progress documentation
- Communications with your healthcare providers

Technical or Website Information

- IP address
- Browser or device information
- Basic usage analytics

► How We Use Your Information

- Occupational therapy/physical therapy evaluation and treatment
- Scheduling and appointment reminders
- Insurance verification, billing, and payment processing
- Coordination with your healthcare providers
- Quality improvement and internal operations
- Compliance with legal and regulatory requirements

Hands On OT does **not** sell personal information.

► SMS Text Messaging

If you opt in, Hands On OT may send SMS messages from **310-396-8564** for:

- Appointment reminders
- Scheduling updates
- Office notifications

Messaging and frequency rates may vary. For help, please reply, help or contact 310-396-8564. Mobile opt in data or consent will not be shared with 3rd parties for marketing or promotional purposes.

Standard message and data rates may apply. You may opt out at any time by replying **STOP**. Sensitive medical information is **not** sent via text.

► How We Share Your Information

We may share your information only as permitted by law:

- Insurance companies for billing and claims
- Referring or treating healthcare providers
- HIPAA-compliant business associates
- When required by law (e.g., public health reporting, court orders)

We do not share information for marketing without written authorization.

► Your Rights Under HIPAA

You may:

- Access your medical records
- Request corrections
- Request restrictions on certain uses or disclosures
- Request confidential communications
- Receive an accounting of disclosures
- Obtain a copy of this Privacy Policy

Requests must be submitted in writing.

► Your Rights Under California Law

California law may provide additional rights:

- To know what personal information we collect
- To request deletion of certain personal information
- To request that your information not be sold

Hands On OT does **not** sell personal information. HIPAA-protected medical information is generally exempt from CCPA, but we honor all applicable California privacy protections.

► Data Security

Hands On OT uses administrative, technical, and physical safeguards to protect your information. While we work to maintain secure systems, no method of transmission or storage is completely guaranteed.

► Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised effective date.

► Contact Us

Hands On OT Phone: 310-396-8564 Email: info@handson-ot.com Address: 137 Bay Street #1, Santa Monica, CA 90405