

Not Your Average Rehab Privacy Policy

Effective Date: 1/1/2025

At Not Your Average Rehab (“we,” “us,” or “our”), located in Clearwater, FL, we are committed to protecting the privacy and confidentiality of your (“you” or “your”) personal information. This Privacy Policy outlines how we collect, use, store, and safeguard your information as part of providing physical therapy services. By using our services, you agree to the practices outlined in this policy.

1. Information We Collect

In the course of providing physical therapy services, we may collect personal information, including:

- **Personal Identification Information:** Name, address, phone number, email address, date of birth, emergency contact details.
- **Health Information:** Medical history, current health information, diagnoses, treatment plans, progress notes, and other related health data
- **Billing and Insurance Information:** Health insurance details, credit card details, or other payment information for billing purposes.
- **Communication Information:** Emails, phone calls, in-person conversations, and any other forms of communication between you and Not Your Average Rehab.

2. How We Use Your Information

We use your information for the following purposes:

- **Providing Care:** To assess, treat, and monitor your physical health and well-being. This includes developing treatment plans, documenting progress, and adjusting care as needed.
- **Billing and Payment:** To process payments for our services.
- **Communication:** To send appointment reminders, treatment updates, and other important information related to your care.
- **Legal and Regulatory Compliance:** To comply with healthcare regulations, such as HIPAA (Health Insurance Portability and Accountability Act), and other applicable laws.
- **Improving Our Services:** To improve our services, customer experience, and quality of care.

3. How We Protect Your Information

We take the security of your personal information seriously. The following measures are in place to safeguard your privacy:

- **Confidentiality:** All information is kept strictly confidential, and only authorized personnel will have access to your records.
- **Secure Storage:** Paper records are stored in a locked, secure location. Electronic records are stored in password-protected files and systems.
- **Encryption and Security:** We use encryption and other secure methods to protect your information when transmitted electronically.

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4. Sharing Your Information

We respect your privacy and do not share your personal information with third parties, except in the following circumstances:

- **With Your Consent:** If you authorize us to share your information with other healthcare providers, insurance companies, or individuals (e.g., by providing written consent).
- **For Billing and Insurance:** We may need to share your information with insurance companies, third-party billers, or payment processors to facilitate payments or insurance claims.
- **Legal or Regulatory Requirements:** We may disclose information if required by law or to comply with a legal process (e.g., subpoena or court order).
- **Emergency Situations:** In certain emergency situations, we may disclose your information to healthcare providers for your immediate care.

5. Your Rights Regarding Your Information

You have the following rights regarding your personal and health information:

- **Access and Review:** You have the right to access and review the personal and health information we have on file for you.
- **Correction:** You can request corrections to any inaccurate or incomplete information.
- **Confidential Communication:** You may request that we communicate with you in a particular way (e.g., by phone or email).
- **Restriction:** You may request that we restrict the use or disclosure of your health information, though certain restrictions may not be applicable.
- **Withdrawal of Consent:** You may withdraw your consent to share your information with certain parties, except when we are required by law to disclose it.
- **Request for Deletion:** You may request the deletion of certain information, subject to applicable laws and regulations.

6. Retention of Your Information

We will retain your personal and health information for as long as necessary to provide care, comply with legal and regulatory requirements, and resolve any disputes. After the retention period has passed, we will securely destroy or anonymize your information.

7. Third-Party Websites and Services

Our website or communications may contain links to third-party websites. Please note that this Privacy Policy applies only to Not Your Average Rehab and not to those third-party services. Those third-party websites have their own privacy policies, and we are not responsible for their content or practices. We encourage you to review the privacy policies of those websites before providing any personal information.

8. Changes to This Privacy Policy

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We reserve the right to update or change this Privacy Policy from time to time. When we make changes, we will update the "Effective Date" at the top of the page and notify you of significant changes. We encourage you to review this policy periodically for any updates.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal and health information, please contact us at:

- NotYourAverageRehab@gmail.com