

PRIVACY POLICY

Effective Date: [02/23/2025]

At Wake Point Recovery, we are committed to protecting the privacy and confidentiality of our clients. This Privacy Policy outlines how we collect, use, protect, and disclose personal information, including sensitive health information, in compliance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA). By accessing our website or using our services, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

We collect various types of personal information to provide you with the best care and to facilitate the services we offer. The information we collect may include:

- **Personal Identification Information:** Name, address, phone number, email address, and other personal contact details.
- **Health Information:** Medical history, treatment records, substance use history, mental health assessments, and any other health-related information necessary for providing treatment.
- **Insurance Information:** Insurance provider details, policy number, and other necessary information for billing and insurance verification.
- **Payment Information:** Payment method, billing address, and other information related to processing payments.

2. How We Use Your Information

The information we collect is used for several purposes, including:

- Providing outpatient rehabilitation treatment and services.
- Verifying insurance coverage and processing claims.
- Communicating with you regarding appointments, treatment plans, and other related services.
- Ensuring the accuracy of treatment and providing personalized care.
- Complying with legal and regulatory requirements.
- Maintaining the security and confidentiality of your information.

3. How We Protect Your Information

We take your privacy seriously and implement industry-standard security measures to safeguard your personal and medical information. These include:

- **Encryption:** Sensitive data, including payment information, is encrypted using secure technologies.

- **Restricted Access:** Only authorized personnel have access to your personal information, and they are trained to handle it with the utmost confidentiality.
- **Regular Audits:** We perform regular audits and security assessments to ensure that your information is securely stored and transmitted.

4. Sharing Your Information

We understand the importance of confidentiality and will not share your personal or medical information without your consent, except in the following cases:

- **Healthcare Providers:** We may share your information with healthcare professionals involved in your treatment, including doctors, counselors, and therapists, to ensure continuity of care.
- **Insurance Companies:** We may share necessary information with insurance providers for billing purposes or to verify coverage.
- **Legal Requirements:** If required by law, we may disclose your information to comply with legal obligations or government requests.
- **Business Associates:** We may engage third-party vendors to help with certain services (e.g., billing, analytics, IT support). These vendors are required to maintain the confidentiality of your information and are bound by agreements that limit how they can use your data.

5. Your Privacy Rights

As a client, you have certain rights concerning your personal and health information:

- **Right to Access:** You may request a copy of your personal and health information that we have on file.
- **Right to Correct:** You may request corrections to your information if it is inaccurate or incomplete.
- **Right to Confidentiality:** You have the right to expect that your personal information will be kept confidential, except as allowed by law.
- **Right to Withdraw Consent:** You may withdraw consent for the use of your information for specific purposes, such as marketing communications, at any time.

6. Cookies and Tracking Technologies

Our website may use cookies and other tracking technologies to enhance user experience, analyze website traffic, and improve our services. Cookies are small data files stored on your device that help us understand how you use our site.

You can choose to disable cookies through your web browser settings. However, this may limit some functionality of the website.

7. Third-Party Links

Our website may contain links to third-party websites. Please note that we are not responsible for the privacy practices of these external sites. We encourage you to review the privacy policies of any third-party sites before providing any personal information.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or to comply with legal requirements. Any changes will be posted on this page with the updated effective date. We encourage you to review this Privacy Policy periodically for the latest information.