

# Privacy Policy for Springs Nutrition and Wellness

**Effective Date:** January 1, 2024

## Introduction

At Springs Nutrition and Wellness (“we,” “us,” or “our”), we are committed to protecting the privacy and security of our patients’ personal and health information. This Privacy Policy explains how we collect, use, disclose, and protect your information in compliance with the Health Insurance Portability and Accountability Act (HIPAA), the Cellular Telecommunications Industry Association (CTIA) Privacy Guidelines, and applicable state-specific privacy laws, including the Colorado Privacy Act (CPA).

## 1. Information We Collect

We collect various types of information to provide healthcare services and ensure compliance with healthcare regulations. This includes:

- **Protected Health Information (PHI):** Information about your health, treatment history, medical conditions, and other identifiers necessary to provide healthcare.
- **Personal Information:** Contact information such as name, address, email address, phone number, and emergency contact information.
- **Insurance and Payment Information:** Details related to insurance coverage, billing, and payment methods.
- **Device and Usage Information:** If you access our services online or through mobile devices, we may collect IP addresses, device information, and usage data.
- **Location Information:** With your consent, we may collect geolocation data to provide location-based services or emergency assistance if needed.

## 2. How We Use Your Information

We use your information for the following purposes:

- **Healthcare Delivery:** Providing, coordinating, and managing healthcare and related services.
- **Treatment and Care Coordination:** Sharing information with your healthcare providers to ensure appropriate and effective treatment.
- **Billing and Payment:** Processing payments for healthcare services, including coordinating with insurance providers.
- **Healthcare Operations:** Conducting activities such as quality assessments, staff training, and audits to improve healthcare services.
- **Regulatory Compliance:** Complying with HIPAA, state privacy laws, and other legal requirements.

- **Security:** Protecting our systems from unauthorized access and ensuring the security of your information.

### 3. Disclosure of Your Information

We may disclose your information to the following parties, consistent with HIPAA, CTIA guidelines, and state law requirements:

- **Healthcare Providers:** For continuity of care, including doctors, nurses, and specialists involved in your treatment.
- **Insurance Companies:** To process claims, verify coverage, and coordinate payments.
- **Business Associates:** Third-party vendors and partners that assist with services like billing, IT support, and data processing, under strict confidentiality agreements.
- **Legal and Regulatory Authorities:** When required by law, we may disclose information in response to court orders, subpoenas, or legal processes.
- **Authorized Family Members and Caregivers:** With your consent or as allowed by law, to assist in your care.

### 4. Your Rights and Choices

As a resident of Colorado, you have specific rights under the Colorado Privacy Act (CPA), in addition to HIPAA rights:

- **Right to Access:** You may request to see or receive a copy of your health records and personal information.
- **Right to Amend:** You have the right to request amendments to inaccurate or incomplete information.
- **Right to Restrict Disclosures:** You may request restrictions on certain disclosures of your information, such as for payment or treatment purposes.
- **Right to Deletion:** Under CPA, you may request the deletion of personal information, although some health information may need to be retained to comply with healthcare regulations.
- **Right to Opt-Out:** You can opt out of certain uses of your data, including targeted marketing (if applicable).
- **Right to Data Portability:** You can request your data in a portable format to transfer it to another provider.

To exercise these rights, please contact our Privacy Office at Springs Nutrition and Wellness, 9320 Grand Cordera Pkwy, Suite 100, Colorado Springs, CO 80924. We will respond to your request within 45 days or as required by law.

### 5. Security Measures

We implement administrative, technical, and physical safeguards to protect your information from unauthorized access, disclosure, and misuse, including encryption, access controls, and secure storage. While we work to safeguard your information, no security measures can guarantee absolute protection.

## **6. Data Retention**

We retain your information only as long as necessary to fulfill the purposes outlined in this policy or as required by law. Medical records are maintained in compliance with HIPAA and relevant healthcare regulations.

## **7. Children's Privacy**

Our services are intended for adult patients, but we may collect information about minors with parental or guardian consent in compliance with HIPAA and applicable state laws.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy to reflect changes in our practices or legal requirements. Updates will be posted here, and we will notify you of significant changes as required by law.

## **9. Contact Us**

If you have questions about this Privacy Policy or wish to exercise your privacy rights, please contact our Privacy Office at:

### **Springs Nutrition and Wellness**

Privacy Office

Email: [info@springsnutritionandwellness.com](mailto:info@springsnutritionandwellness.com)

Phone: 719-344-2780

Address: 9320 Grand Cordera Pkwy, Suite 100, Colorado Springs, CO 80924

## **10. Complaints**

If you believe your privacy rights have been violated, you may file a complaint with us at [Privacy Office Contact Information] or with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights. There will be no retaliation for filing a complaint.