

Website Privacy Policy – HopeHealth LTD

Effective Date: 1/1/2025

HopeHealth LTD

www.hopehealthhomecare.com

At HopeHealth LTD (“we,” “us,” or “our”), your privacy is important to us. This Privacy Policy statement and Disclaimer explains how we collect, use, disclose, and safeguard your information when you visit our website, www.hopehealthhomecare.com (the “Site”) or when a client or employee communicates with the organization utilizing SMS capabilities. Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it.

1. Information We Collect

We collect the following types of information when you use our Site:

a. Personal Information:

When you voluntarily provide it, such as when you:

- Contact us through forms (e.g., name, email, phone number)
- Request services or information
- Sign up for newsletters or other communications

b. Health Information:

As a home healthcare provider, we may collect protected health information (PHI) in compliance with HIPAA when necessary for providing or coordinating care. This may include:

- Medical history
- Treatment details
- Insurance information

c. Non-Personal Information:

We may collect information automatically via cookies and other technologies, such as:

- IP address
 - Browser type
 - Pages visited
 - Time spent on the site
 - Device and usage data
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2. How We Use Your Information

We may use the information we collect for various purposes, including:

- Provide and manage healthcare services
 - Respond to inquiries or customer service requests
 - Send updates, newsletters, or marketing (with your consent)
 - Improve our website and services
 - Ensure legal and regulatory compliance
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3. Disclosure of Your Information

We do **not** sell or rent your personal data. We may share your information with:

- Healthcare partners and providers, where necessary for care
 - Service providers (e.g., IT, marketing, analytics) under confidentiality agreements
 - Government or law enforcement where required by law
 - With your consent or at your direction
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4. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience, analyze traffic, and personalize content. You can modify your cookie preferences through your browser settings.

5. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal and health information. However, no method of transmission over the Internet or method of electronic storage is 100% secure.

6. Your Rights

Depending on your location, you may have rights regarding your data, such as:

- Accessing or correcting your data
- Requesting deletion
- Limiting data use or sharing
- Withdrawing consent (where applicable)

To exercise these rights, please contact us at: info@hopehealthhomecare.com

7. HIPAA Compliance

Any PHI collected or processed by HopeHealth LTD is handled in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

8. Children's Privacy

Our website is not intended for use by children under the age of 13. We do not knowingly collect personal information from children.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites.

10. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date.

11. SMS Policy & Disclaimer

Clients, employees and third-party individuals may communicate with our company support team utilizing advanced technology which includes mobile texting services, and SMS capabilities.

Disclaimer:

"By providing my phone number to **"HopeHealth LTD"**, I agree and acknowledge that **"HopeHealth LTD"** may send text messages to my wireless phone number for any purpose. Message and data rates may apply. Message frequency will vary, and you will be able to Opt-out by replying "STOP". For more information on how your data will be handled please visit or see the privacy policy as published on our website at www.hopehealthhomecare.com

Privacy Policy:

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

12. Contact Us

If you have questions or concerns about this Privacy Policy or Disclaimer practices, please contact us:

HopeHealth LTD

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Worthington, OH 43085
Email: info@hopehealthhomecare.com

Phone: 614-505-9558