

# WEBSITE PRIVACY POLICY

Your privacy is something that we take very seriously. We are providing this notice outlining our online information practices in an effort to further protect your privacy. We provide this notification on our website to make it easily accessible.

## 1. INFORMATION COLLECTION AND USE

In order to give our users and clients an experience that is relevant to their needs, we gather information about visits to our site. Through our site, we do not obtain credit card or medical information. In order to help you request information or support, our site may utilize forms where you can provide us with contact details (such as your name, address, phone number, and email address). Any information you provide on our website or provide us with in any other way—by phone, email, or through other correspondence with our customer support team—is received and stored by us. To use our site, you do not have to provide us with any personal information.

Any information you submit will not be sold, shared, traded, or used in any other way unless you specifically grant us permission in writing. In order to better serve you both individually and collectively, we gather this data to enhance our offerings and better understand your specific needs.

Under no circumstances will we exchange, share, sell, or otherwise make use of any medical information. You must submit a Medical Release form to us directly if you need medical information.

Additionally, we might gather non-personally identifiable data about you, like how you use our websites, your communication preferences, the aggregated information about the services you use, and the answers you give to surveys and promotional offers. Only in cases where no individual is identified may we use or disclose aggregate information for the following purposes: (a) Producing aggregate usage statistics to enhance the website; (b) Developing, managing, and overseeing the website; and (c) Responding to feedback and other messages you send us via the website.

Note that unless we specifically request it as part of our customer contact procedure, transaction fulfillment process sites, or services, please do not include any credit card information in your electronic correspondence in order to better protect your information.

Links to external websites may be found on this site and in our services. Regretfully, we have no control over the content or privacy policies of these websites.

## 2. SECURITY

Security precautions are in place on this site to guard against the loss, exploitation, or alteration of the data that is in our control. We use secure socket layer technology (SSL) to encrypt the transmission of sensitive information, such as credit card numbers, if our site asks you to enter it on order forms.

Additionally, there may be occasions when we give third parties—such as companies that handle credit card payments—information about you in order for them to perform different services on our behalf. Only the personal data required for the third party to perform the requested service will be disclosed by us. It is against the law for these businesses to keep, exchange, purchase, sell, trade, store, or use your personally identifiable information for any other reason.

We adhere to widely recognized guidelines to safeguard the personal data that is sent to us, both in transit and after it is received. Nevertheless, there is no 100% safe way for electronic data transfer via the Internet or storage. We are unable to ensure its complete security as a result.

### 3. GOOGLE ANALYTICS AND COOKIES

We may gather data on how this site is used using a technology called Google Analytics. This data may include the frequency of users' visits, the pages they view, and the websites they visited before arriving here. Google Analytics does not gather your identity or any other personally identifiable information; it just gathers the IP address that was assigned to you on the day that you visit this site.

In order to recognize you as a distinct user the next time you visit our site, Google Analytics installs a permanent cookie on your browser. Only Google, Inc. is authorized to utilize this cookie. Google will send and store the data created by the cookie on servers located in the United States.

Google Analytics data is only used by us to enhance the services provided on this website. Personally identifiable information is not combined with data gathered via Google Analytics.

Please refer to Google's Privacy Policy at <http://www.google.com/policies/privacy> for more information about how Google may use and disclose the data it collects about your visits to this website. To avoid being recognized by Google Analytics when you revisit this website, you can disable the Google Analytics cookie on your web browser.

### 4. COLLECTION AND USE OF PERSONAL INFORMATION OF CHILDREN UNDER AGE 13

We are dedicated to safeguarding children's privacy online. We will not knowingly collect any personally identifiable information from children under the age of thirteen (13) without first getting parental consent in compliance with the Children's Online Privacy Protection Act (COPPA). Children under thirteen (13) must have a parent or legal guardian fill up and send a Parental Consent Form (by email or conventional mail to the address listed below) to [welcome@kirklandemdr.com](mailto:welcome@kirklandemdr.com) before they can provide any personally identifiable information (such as their name, email address, address, phone number, etc.).

Mailing Address:  
218 Main St #400  
Kirkland, WA 98033

Permission to collect and transfer the child's personally identifiable information is indicated by the parent or legal guardian's signature on the consent form. Revocation of Parental Consent Form: This form can be filled out and sent to the email address or physical mailing address mentioned above in order to revoke consent. We are mindful of children consulting with parents or guardians before disclosing personal information or placing any kind of online order, in accordance with COPPA regulations.

We further intend to comply with the Children's Advertising Review Unit (CARU) Guidelines on Internet advertising, taking into account the specific considerations that apply to solicitations made to children younger than thirteen (13). We urge parents and guardians to supervise and participate with their kids as they explore the internet.

### 5. TRANSFER OF DATA ABROAD

The information you communicate with us may be transferred across international borders if you are using our site from a nation other than the one where our servers are situated. You give consent to such transfers by using our site and corresponding with us online.

### 6. COMPLIANCE WITH LAWS AND LAW ENFORCEMENT

To enforce and abide by the law, we collaborate with public servants, law enforcement officials, and private parties. In order to respond to claims and legal process (including, without limitation, subpoenas), to protect our property and rights or the property and rights of a third party, to ensure the public's safety or the safety of any individual, or to prevent or stop activity we deem to be illegal or unethical, we will divulge any

information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate. In order to abide by the rules, laws, and policies of ICANN, we shall also divulge your information to the extent necessary.

In the unlikely event that we are compelled by law to give your personal information to third parties as part of the legal process, we will, to the extent that it is legally possible, notify you in a reasonable manner.

## 7. CHANGES IN OUR PRACTICES

This Privacy Policy may be changed at any moment by us. In the event that we decide to modify our privacy statement, we will notify you of the changes by posting them here and anywhere else we think fit, so you remain aware of what data we gather, how we use it, and whether or not we disclose it.

If we make significant changes to this policy, we will give you at least thirty (30) days' notice of the changes before they take effect by posting a notice on our home page, via email, or both.

## 8. CORRECTING, UPDATING AND REMOVING PERSONAL INFORMATION

Any time you'd like to stop receiving messages from us, you may change, update, or deactivate the information associated with your account. Emails can be sent to [welcome@kirklandemdr.com](mailto:welcome@kirklandemdr.com), or letters can be written to

218 Main St #400  
Kirkland, WA 98033

Within thirty (30) days, we shall address your request for access, modification, or deactivation of your information.

## 9. MEDICAL PRIVACY NOTICE

This section explains how we may use and share medical information about you, as well as how you can access this information. Please give it a thorough read.

### A. Who Will Follow This Notice?

Every healthcare provider that treats you at any of our sites, including staff members, volunteers, and members of our organization, as well as all departments and operating units of our business, other employees, and business associates.

### B. Your Medical Information

Your health-related information is mentioned in this section. This includes all personally identifiable information pertaining to your past, present, or future physical or mental health or condition, as well as details regarding payment and billing for the health care services you receive.

### C. Our Pledge Regarding Medical Information

We are dedicated to protecting your medical information because we recognize how private it is. In order to make sure we are giving you high-quality care and to meet legal requirements, we keep a record of the services and treatment you receive. This notice is applicable to all of your medical records that we keep, whether they were produced by members of our team or not.

According to the law, we must protect your medical information, adhere to its provisions, and notify you in the event that your unprotected medical information is compromised. We are also required to provide you this notice of our legal responsibilities and privacy policies.

#### D. How We May Use and Disclose Medical Information About You

We will make an effort to provide some examples for each category of use and disclosure, however not all uses and disclosures will be included. .

i. For treatment. Your medical information might be used by us in order to treat you or refer you to other healthcare providers. In order to coordinate the various services you require, your medical information may also be shared by several healthcare providers. After you leave our care, we might give your medical information to others outside of our offices and/or locations who may be involved in your care.

ii. For Payment. Your medical information may be disclosed to other parties so that we can bill them for the services and treatment you receive. For instance, in order for your health plan to reimburse us for the services rendered, they might require information regarding the therapy you underwent. In order to get prior approval from your health plan, we might also divulge information about your medical insurance.

iii. For Healthcare Operations Purposes. Your medical information may be used and disclosed by us for internal business operations, including business management, administrative tasks, legal and auditing duties, and insurance-related activities. Medical information may be used for process reviews or performance evaluations of our caregivers in order to ensure that all of our patients receive high-quality treatment. For review and educational purposes, we may also divulge information to medical professionals, nurses, technicians, and other staff members. In order to allow others to use this set of data to research healthcare and healthcare delivery without knowing the identity of a particular patient, we may remove any information that could be used to identify you. Your medical information may be disclosed under specific conditions to other healthcare providers for their use in their operations.

iv. Health Information Exchange. We may participate part in the Regional Health Information Organization (RHIO), which organizes the the electronic sharing of health data across our state's healthcare providers. For the purposes outlined in this Notice, we may electronically exchange your health information through RHIO. You are entitled to request that this exchange not use any of your personal information.

v. Individuals Involved In Your Care or Payment of Your Care. Your health information may be disclosed to a friend, relative, or somebody who assisted with the cost of your care.

vi. Notification. To tell a family member, personal representative, or other person in charge of your care of your whereabouts, general health, or demise, we may disclose your medical information. Additionally, we may release your medical records for certain disaster relief purposes.

vii. Contacts. It's possible that we'll get in touch with you to provide things like treatment alternatives, appointment reminders, or other benefits and services related to health that you might find useful.

viii. Worker's Compensation. For workers compensation or comparable programs, which offer benefits

for diseases or injuries sustained at work, we may disclose medical information about you.

ix. Mental Health Information. Certain conditions are imposed by state laws on the disclosure of mental health records. When these laws require us to reveal mental health information, we will obtain your specific authorization.

x. Drug & Alcohol Treatment Records. Certain drug and alcohol program records are subject to certain regulations. As mandated by Federal regulation 42 CFR, Part 2, we will get your express authorization before disclosing those records.

xi. Miscellaneous. For a number of additional reasons, we might use or share your medical information without your previous consent. We may disclose your medical information without your consent for public health purposes, reporting of abuse or neglect, health oversight audits or inspections, research studies, funeral plans, coroners investigations, organ donation, and emergencies, subject to specific limitations. Additionally, under certain legal requirements, in response to a request from law enforcement, for specialized government operations like military, correctional, or national security, in compliance with judicial court or administrative orders, or to avert a serious health threat, we may be required by law to disclose medical information. Mental health records may be subject to additional specific rules.

xii. Other Disclosures. Only with your written authorization will any additional uses and disclosures be done that are not mentioned above. For instance, the majority of uses and disclosures of psychotherapy notes, as well as uses and disclosures that amount to the sale of your medical information, require your explicit consent. Furthermore, unless we receive your signed authorization we will not use or disclose your medical information for marketing purposes. However, consent will not be required if: (a) communication happens face-to-face; (b) involve marketing gifts of nominal value. Your authorization is revocable at any moment, excepting circumstances in which we have depended on it or in which receiving health care services was contingent upon your authorization.

#### E. Your Rights Regarding Medical Information About You

i. Right to Inspect and Copy. When you make a formal request, you typically have the right to see your medical records in person or to have a copy sent to a person of your choosing. You are entitled to obtain a copy of your medical record in an electronic format and form if it is kept electronically in a specific record set. Under some conditions, we might reject your request. There is an appeal process available if you are refused access to your medical records.

ii. Right to Amend. You have the right to ask for an addendum to be added to your record by making a written request with your justification if you think the information in it is inaccurate or lacking. In certain situations, your request can be denied by us. If we reject it, we may give you written notice of our decision and your right to submit a statement of explanation.

iii. Right to an Accounting of Disclosure. You have the right to a list of the instances on which we have disclosed your health information to parties other than those involved in your care, the hospitals directory, treatment providers, payment processors, or healthcare operations, or in cases where such a disclosure was expressly approved. You must send a written request to our Support Department in order to obtain an accounting of disclosures.

iv. Right to a Paper Copy of this Notice. You are entitled to a printed copy of this notification if it was provided to you electronically. You have the right to ask that we deliver any such communications containing protected health information to an alternate address or by an alternative means. The person specified in Section 10 below must receive a written request for this. We are only required to accommodate reasonable requests. In your correspondence, please indicate exactly how you would like us to get in touch with you. If you would like it sent to a specific location, please include the contact information (name and address).

v. Right to Request Restrictions. You have the right to request in writing that we not use or disclose your medical information unless we have your express consent, it's necessary by law, or there is an emergency. We will take your request into consideration, but we are not legally obligated to grant it, with the exception of specific requests pertaining to disclosures to health insurance. We'll inform you of our decision.

vi. Right to Request Limitations Regarding Disclosures to Health Plans. If disclosure is not required by law and the medical information relates only to a health care item or service for which you (or someone other than the health plan acting on your behalf) have paid us out of pocket and in full at the time of service, you may request in writing that we restrict disclosures of your medical information to a health plan for the purpose of carrying out payment or healthcare operations. If a request satisfies these criteria, we must approve it.

#### F. Changes to this Notice

This Section may be changed at any moment, with our permission. Modifications will impact healthcare information that we currently possess in addition to newly acquired information following the modification. A copy of our most recent notification will be posted on our website, [kirklandemdr.com](http://kirklandemdr.com)

#### G. Complaints and Requests

Please contact at 425-216-8850 if you have any concerns regarding this notice or would like to discuss an issue without making a formal complaint.

You may file a complaint with our organization or the Secretary of the U.S. Department of Health and Human Services if you think your privacy has been infringed. Visit this link for information on how to make a complaint with the Department of Health and Human Services:

<http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html>. Making a complaint won't result in any consequences for you.

#### 10. CONTACT INFORMATION

Please contact us by email or normal mail at the following address if you have any questions concerning this Privacy Policy, the practices of this Site or under our Services, or your interactions with this Site or our Services.

425-216-8850  
welcome@kirklandemdr.com  
218 Main St #400  
Kirkland, WA 98033

Last Updated: Mar 7, 2024