

Privacy Policy for Class Home Care, LLC

Effective Date: 4.5.2025

Class Home Care, LLC is committed to protecting the privacy and confidentiality of our clients, employees, and any individuals who engage with our services. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information. By accessing our services or interacting with our website, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect personal information to provide high-quality supportive care services. This information is categorized into two groups: personal information you provide to us directly and information we collect automatically.

1.1 Personal Information You Provide

When you interact with us, we may collect personal information, such as:

- **Client Information:** Name, date of birth, address, telephone number, email address, emergency contact details, and insurance information.
- **Health Information:** Medical history, health conditions, treatment plans, prescriptions, and any other information necessary to provide supportive care services.
- **Financial Information:** Billing information, payment details, insurance provider information, and payment history.
- **Employee Information:** Name, contact details, Social Security number, employment history, certifications, and other related employment data.
- **Other Interactions:** Any other personal details shared through communication with our staff (email, phone, or in-person).

1.2 Information We Collect Automatically

We may automatically collect certain information when you visit our website or use our services, such as:

- **IP Address:** Your internet protocol (IP) address and information about your device's connection to the internet.
- **Cookies and Tracking Technologies:** We may use cookies and similar tracking technologies to analyze trends, administer the site, track users' movements around the site, and gather demographic information. You can control the use of cookies at the individual browser level.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **Providing Supportive Care Services:** To offer personalized care and services to clients.
- **Billing and Payment:** To process payments, bill insurance providers, and manage financial transactions.
- **Communication:** To communicate with clients and employees, including reminders, updates on services, appointment scheduling, or responses to inquiries.
- **Compliance with Legal Requirements:** To comply with applicable laws, regulations, and industry standards.
- **Improving Services:** To monitor and improve the quality of care, services, and user experience.
- **Marketing and Promotions:** With your consent, to send promotional materials or updates about our services. You may opt-out at any time by unsubscribing or contacting us.

3. How We Protect Your Information

We take the privacy and security of your personal information seriously. To safeguard your data, we employ a variety of security measures, including:

- **Encryption:** Encrypting sensitive information when transmitting over the internet.
- **Access Controls:** Limiting access to personal information to authorized personnel who need it to perform their duties.
- **Data Retention:** Retaining personal information only as long as necessary to fulfill the purposes outlined in this policy or as required by law.

4. Sharing Your Information

We do not sell, rent, or lease your personal information to third parties. However, we may share your personal information in the following situations:

- **Service Providers:** We may share information with third-party service providers who help us perform functions related to our business operations (e.g., billing, healthcare services, technology support). These service providers are required to keep your information confidential and use it only for the purposes of performing their services.
- **Legal Requirements:** We may disclose your information if required by law or in response to legal processes, such as subpoenas, court orders, or requests from regulatory authorities.
- **Healthcare Providers:** With your consent, we may share your health information with healthcare providers involved in your care, such as doctors, hospitals, and other medical professionals.

5. Your Privacy Rights

You have certain rights regarding your personal information. In accordance with applicable laws, you may have the right to:

- **Access:** Request a copy of the personal information we hold about you.

- **Correction:** Request corrections to inaccurate or incomplete information.
- **Deletion:** Request that we delete your personal information, subject to certain exceptions.
- **Opt-Out of Marketing:** Opt out of receiving promotional communications from us.
- **Request Restrictions:** Request restrictions on how we use your personal information.

To exercise these rights, please contact us using the contact information provided in Section 9.

6. Children's Privacy

Our services are not directed to individuals under the age of 18, and we do not knowingly collect personal information from children. If we learn that we have collected personal information from a child under 18, we will take steps to delete that information as soon as possible.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. When we make changes, we will update the “Effective Date” at the top of the policy. We encourage you to review this policy periodically to stay informed about how we protect your privacy.

8. Data Transfers

As a business operating in the United States, we store and process personal information within the U.S. However, if we transfer your information to a third party in another country, we will take steps to ensure that your information is protected in accordance with applicable laws.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, or if you wish to exercise your privacy rights, please contact us at:

Class Home Care, LLC

1320 Mendota St., Suite 111, Madison, WI 53714

Phone: 608.361.8917

Email: contactus@classhomecare.net

This Privacy Policy is intended to comply with applicable privacy laws, including those specific to Wisconsin, and is subject to periodic revisions to ensure compliance and improve privacy practices.