



## PTREVOLUTION

### PT Revolution Privacy Policies

**\*Updated 11/28/2023**

- Notice of Privacy Practices Under the Health Insurance Portability and Accountability Act (HIPAA)
- Our Website Privacy Policy

PT Revolution Physical Therapy, PC, is committed to the privacy of its patients and its website visitors. We have two privacy documents – our Notice of Privacy Practices required under the Health Insurance Portability and Accountability Act (HIPAA) and our Website Privacy Policy below.

The Notice of Privacy Practices covers our privacy practices regarding the health information of our patients. To see a copy of our Notice of Privacy Practices, please visit our [Notice of Privacy Practices page](#).

### Website Privacy Policy

#### **Introduction:**

PT Revolution Physical Therapy, PC, (PT Revolution) is a physical therapist-owned rehabilitation & performance training center. We help patients by relieving their pain and helping them function in their daily lives. As healthcare providers, we understand the importance of privacy, both our patients and our website visitors. PT Revolution is committed to protecting the privacy of its website visitors. Accordingly, PT Revolution wrote this privacy policy to describe the kind of personal information we collect using this website and our social media accounts, how we use and collect personal information, and how we protect the personal information we collect. We have social media accounts on Facebook, Instagram, LinkedIn, and Twitter. This policy appears on our website and is referenced in our social media profiles.

#### **Information we collect:**

We may collect information from website visitors who submit information to us using the website or social media users posting or sending us information using social media platforms. Our website's web forms collect name, email address,

phone number (optional), and any information you choose to send us in the “Comment or Message” field. When you post information on one of our pages on one of the social media platforms, we may see your account name and whatever information you post. We may view the account information in your social media user account for that platform accessible to us or members of the public. Also, our website automatically collects usage data about website visitors. Usage data shows what pages you visited, the time you spent on our website, which links you clicked on, and forms completed. Usage data also includes your approximate geographic location.

We use Google Analytics, which is a service of Google LLC. Google Analytics allows us to gather information about our website’s users. However, we are not currently using Google Analytics to collect any identifying information about particular individuals visiting our website.

For more information about Google Analytics, please visit:

<http://www.google.com/policies/privacy/partners/>.

You can opt-out to prevent Google’s collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under:

[https:// tools.google.com/dlpage/gaoptout](https://tools.google.com/dlpage/gaoptout)

We also recruit job candidates for positions at PT Revolution.

Candidates may use a web form to provide us with their names, email addresses, phone numbers, and whatever information they include in any resume or cover letter that they upload to our website.

If you are submitting personal information about someone else to the PT Revolution website, you are responsible for that person’s personal information you collected and submitted to us, and represent that you collected this information lawfully and have that person’s (or that person’s parent’s, guardian’s, or agent’s) authorization to provide the information to us.

**How we use cookies:**

Cookies may be automatically used to collect specific information from a computer or mobile device that accesses and navigates through the PT Revolution website over time. Information collected by cookies may include information to help improve and customize the content or layout of the website.

A cookie is a small text file that websites save on a computer's storage device when a website is visited. Users can establish or change their browser settings to refuse cookies. Nonetheless, refusing cookies may interfere with the full functionality of the website and limit the user experience.

We use a web analytics service, Google Analytics, to evaluate how users view and use our website. Google Analytics tells us about when and how you use our website, the website from which you navigated to our website, information about your system, and your location.

Currently, the only cookies used by our website with website visitors are the ones used for Google Analytics for purposes usage data about website visitors described in the previous section.

#### **Our Users:**

Our website is intended for use by adults 18 years and older. While we have patients who are children, our website is directed to adult patients and parents of our minor patients, as well as adult job applicants. We do not market our services to children or knowingly collect personal information from children under age 13. If you believe that we have inadvertently gathered personal information about a minor using our website, please write to us at [admin@ptrevolution.com](mailto:admin@ptrevolution.com) or the contact information below, or contact us by phone at 530-208-9910, for us to delete it.

#### **Notice to California Residents About "Do Not Track Settings"**

Under California law, online service providers must say in their privacy policies how they respond to "do not track" settings that users can set in their browser software. Currently, there is no standard governing what, if anything, a website operator should do when receiving a "do not track" signal. For that reason, PT Revolution does not currently take action in response to a "do not track" browser setting. We will revise this policy if an industry standard regarding "do not track" settings is established.

#### **What we do with the information we gather:**

We may use the information we collect to understand your physical therapy and therapy educational needs and provide you with better services, and in particular for the following reasons:

- Providing Physical Therapy Services: To diagnose, assess, and treat your health condition.

- **Billing and Insurance:** To verify coverage, process payments, and submit insurance claims.
- **Appointment Management:** To schedule and confirm appointments, send appointment reminders, and provide important health-related information.
- **Classes/Workshops:** To enroll you in classes, seminars, or workshops.
- **Communication:** To respond to your inquiries, send updates on our services, and provide you with relevant information. We may use your information to communicate with you and respond to your questions and requests. Including receiving new patient information.
- **Improving Services:** To analyze and improve our services, website, and overall user experience.
- **Legal Obligations:** To comply with applicable laws and regulations.
- **Newsletter:** If you sign up for our updates newsletter, we will use your email address to send you our newsletter, which covers special classes, seminars, workshops, and other marketing communications.
- **Social Media:** We may use information from our website or social media accounts for marketing purposes, to understand your needs, and to provide relevant content.
- **Job Candidate:** If you are a job candidate filling out the web form on our “Join Our Team” page, we will review the information you submit for consideration for possible job openings within PT Revolution.

**Sharing or Disclosing Your Personal Information:**

We may share your personal information with our service providers, for example, Prehab Guys and PT Wired, our home exercise platform. Our service providers help us provide physical therapy and rehabilitation educational services to our patients and assist us with support functions such as website data analysis. We will require any such vendors or service providers to manage your personal information with privacy and security safeguards consistent with this privacy policy.

From time to time, we may be required to respond to a subpoena, court order, search warrant, administrative or judicial process, requests by law enforcement agencies, or other requests that we must respond to under applicable law. We may disclose your personal information in response to any of these requirements. Also, we may disclose your personal information to preserve the security of our website or social media accounts, resolve disputes, or assess any possible wrongdoing.

We also may share aggregate or anonymous information collected about website or social media usage, as long as the information does not identify any specific individuals.

We may share or transfer personal information about you in connection with a merger, acquisition, reorganization, or sale of assets of our business, in the event of bankruptcy, or during the negotiations leading to such an event. We will seek assurances from any buyer that your personal information will be used, shared, maintained, and disclosed consistent with the terms of this privacy policy.

Except as noted above, we will not sell, distribute, transfer, or lease your personal information to third parties.

**Security:**

We are committed to ensuring that your personal information is secure. In order to prevent unauthorized access or disclosure, we have put in place industry standard, reasonable, and appropriate administrative, physical, and technical safeguards to secure the personal information we collect using our website or social media accounts. Communications with our website are protected using the Transport Layer Security (TLS) or Secure Sockets Layer (SSL) security protocol.

No method of transmission over the Internet, or method of electronic storage, is 100% secure, though. Therefore, while we strive to use industry-standard, reasonable, and appropriate safeguards to protect your personal information, we cannot guarantee its absolute security.

**Retention:**

We will maintain your personal information only as long as it is needed for the purposes described above, to complete any applicable investigations, for the duration of any dispute resolution process, or to the extent required to meet preservation requirements under applicable law.

**Links to other websites:**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide while visiting such sites, and such sites are not governed by this policy. You should exercise caution and look at the privacy statement applicable to the website in question.

**Controlling your personal information:**

You may choose to restrict the collection or use of your personal information in the following ways:

- If you would like access to the personal information about you we may have in our possession, please contact us at: [admin@ptrevolution.com](mailto:admin@ptrevolution.com) or the contact information below.
- You may also contact us at: [admin@ptrevolution.com](mailto:admin@ptrevolution.com) or the contact information below to correct or update personal information about you in our possession. Please keep in mind that we may have a legal right or obligation to preserve personal information as it currently exists.
- When we seek your consent on a web form, we offer an option to not have personal information used for direct marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at: [admin@ptrevolution.com](mailto:admin@ptrevolution.com) or using the contact information below.
- Any email communications from us contain instructions on opting out of further email communications, although we will still send you emails relating to support, administration, and security.

**Contact Information:**

Please direct all questions or complaints about our privacy practices to our privacy team at: [admin@ptrevolution.com](mailto:admin@ptrevolution.com).

You may also reach us by mail or courier at: PT Revolution, 2038 Lake Tahoe Blvd, South Lake Tahoe, CA, 96150.

In addition, you may reach us by phone at 530-208-9910.

If you have a complaint, please provide information relevant to your complaint. Our privacy team will evaluate your complaint based on the information you provide and send you a response. We may need to ask you for additional information to evaluate your complaint. We will promptly investigate and respond to your communications about a complaint. You may have other rights under law and the right to contact a federal, state, or local privacy regulator about your complaint.

**Amendments to this Privacy Policy:**

PT Revolution may change this policy from time to time. We will make changes by posting a revised copy of this policy to our website or, if PT Revolution deems it necessary, by email notice to you. Your continued use of our website and social media accounts after a revised version of this policy appears on the website will constitute your approval of the amended version.