

# Privacy Policy – The Thrive Network

**Effective Date:** 1/17/2025

**Last Updated:** 8/21/2025

## 1. Overview

The Thrive Network (“Thrive,” “we,” “our,” or “us”) is committed to protecting the privacy and security of our clients, clinicians, and partners. This Privacy Policy explains how we collect, use, disclose, and safeguard your information across our services, including therapy platforms, billing systems, and third-party integrations.

## 2. Information We Collect

We may collect the following categories of information:

### Personal & Clinical Data

- Full name, contact details, date of birth
- Health records, assessments, treatment plans
- Clinician credentials, licensure, and documentation

### Financial Data

- Bank account details, balances, and transactions
- Payment history and reimbursement records
- ACH and Stripe Financial Connections data

### Technical & Usage Data

- Device type, browser, IP address
- App activity, session logs, and interaction history

### Operational & Compliance Data

- Medicaid enrollment, credentialing status
- Documentation timeliness and escalation flags
- Hiring and onboarding records

### 3. How We Use Your Information

Thrive uses your data to:

- Deliver and improve mental health services
- Facilitate secure payments and reimbursements
- Verify account ownership and prevent fraud
- Monitor documentation and support compliance
- Match clients with clinicians based on preferences
- Advance equity initiatives and workplace safety
- Analyze usage to improve platform performance

### 4. Sharing & Disclosure

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

- **Authorized Thrive staff and clinicians** for care delivery
- **Billing and EHR vendors**
- **Stripe** for secure financial transactions
- **Legal or regulatory authorities** when required
- **Third-party services** under strict contractual safeguards

### 5. Data Security

We implement administrative, technical, and physical safeguards to protect your data. All platforms are HIPAA-compliant and undergo regular audits. Data is stored securely in the United States.

### 6. Your Rights

Depending on your location and role, you may have rights to:

- Access, correct, or delete your personal data
- Restrict or object to certain data uses
- Withdraw consent for optional data sharing
- File a complaint with regulatory authorities

### 7. Changes to This Policy

We may update this policy to reflect changes in law, technology, or our practices. Significant updates will be communicated via email or app notifications.