

# Privacy Policy

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Effective Date: 08.01.2025

## 1. Information We Collect

We may collect the following types of information:

### a. Personal Information

- Name
- Email address
- Phone number
- Mailing address
- Insurance details (if applicable)
- Health-related information you voluntarily submit via contact forms or intake processes

### b. Non-Personal Information

- Browser type
- Device information
- IP address
- Pages visited and time spent on the Site

## 2. How We Use Your Information

We may use your information to:

- Provide and manage mental health and recovery services
- Schedule appointments
- Respond to inquiries
- Send confirmations and updates
- Improve our website and services
- Comply with legal and regulatory obligations

We do not sell your personal information to third parties.

### **3. Protected Health Information (PHI)**

As a healthcare provider, we are HIPAA compliant. Any PHI you share with us (including information about your mental health or substance use treatment) is handled with the utmost confidentiality and stored securely in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

We only share PHI as required or permitted by law, such as for treatment, payment, or healthcare operations, or with your explicit consent.

### **4. Cookies and Analytics**

Our Site may use cookies to collect non-personal browsing data to enhance your user experience. We may also use tools like Google Analytics to understand website traffic and improve our content.

You may disable cookies through your browser settings, though some features of the Site may not function properly.

### **5. Third-Party Links**

Our website may contain links to third-party websites or services. iOAN Recovery is not responsible for the privacy practices or content of such external sites.

### **6. Data Security**

We implement appropriate administrative, physical, and technical safeguards to protect your information from unauthorized access, disclosure, or misuse.

All PHI and personal data are encrypted and stored in secure systems that meet or exceed industry standards for healthcare providers.

### **7. Your Rights**

You have the right to:

- Request access to or correction of your information
- Request the restriction or deletion of your data (where applicable)
- Withdraw consent for us to contact you or process your information

To exercise these rights, please contact us at the information provided below.

## **8. Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised “Effective Date.” Your continued use of the Site constitutes your acceptance of the updated policy.

## **9. Contact Us**

If you have any questions or concerns regarding this Privacy Policy or our data practices, please contact us:

iOAN Recovery

Phone: (818) 814-9087

Email: [admin@ioanrecoverycenter.org](mailto:admin@ioanrecoverycenter.org)

Website: [www.ioanrecoverycenter.org](http://www.ioanrecoverycenter.org)