

# Health Insurance Portability and Accountability Act (HIPAA) Privacy Statement

**Effective Date:** June 25, 2025

Caregivers 24/7 is deeply committed to protecting the privacy and security of our clients' personal and medical information. Our privacy policy explains how we handle Protected Health Information (PHI) collected through our online services, contact forms, and portals.

## **Our Commitment to Your Privacy**

We maintain strict physical, electronic, and procedural safeguards to protect your digital information. Any health-related data you submit through our website such as care inquiries, intake forms, or portal messages is encrypted and restricted to authorized personnel only.

## **How We Use and Share Information**

We only use your online information to coordinate, manage, and provide high-quality home care services. We will not sell, rent, or share your medical information with outside marketers.

We only share PHI with:

- Your designated family member(s) or legal representative(s)
- Your physicians, hospitals, or pharmacies to coordinate your care
- Insurance companies or programs paying for your care

## **Your Privacy Rights**

Under HIPAA, you and your authorized representatives have specific rights regarding your health data, including the right to:

- Inspect and copy your home care records
- Request corrections to inaccurate information
- Request restrictions on how your data is shared
- Receive an accounting of certain disclosures we have made

## **Download Our Full Notice**

This notice is a brief summary of our privacy practices. For a complete explanation of how your medical and personal information may be used and disclosed, please download our full disclosure statement found on the FAQs page:

<https://www.caregivers24-7.com/frequently-asked-questions>

## **Job Applicant Privacy Notice**

We collect, use, and protect your personal information during our recruitment and hiring process.

## **Information We Collect**

We collect information necessary to evaluate your candidacy for employment, including:

- Contact details (name, email, phone number, address)
- Application materials (resume, cover letter, transcripts)
- Employment history (past jobs, references, certifications)
- Public profiles (professional networks such as LinkedIn)
- Background checks (where legally permissible and relevant)

### **How We Use Your Data**

We process your personal information for legitimate business purposes, specifically to:

- Assess your qualifications for the role
- Communicate with you regarding your application status
- Verify your information through reference and background checks
- Comply with legal obligations and reporting requirements
- Improve our recruitment and hiring processes

### **Data Sharing and Security**

Your data is strictly protected and handled responsibly:

- Internal access is limited to agency HR representatives
- Third-party vendors (e.g., background check processors) only process data under strict confidentiality
- We do not sell your applicant data to third parties
- Security measures are in place to prevent unauthorized access or disclosure

### **Contact Our Director**

If you have questions about our privacy policies, wish to exercise your rights, or need to report a privacy concern, please contact us directly:

**Name/Title:** Tracey Hall, Director

**Phone:** 919-307-7032