

Fireweed + Cedar Wellness Collective, LLC.
Client Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

We prioritize your confidentiality.

Fireweed & Cedar Wellness Collective, LLC. (“Company”, “we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your information, including your phone number and SMS communications. By using our services, you agree to the practices described in this policy.

Our Pledge Regarding Mental Health Information

The privacy of your mental health information is critically important to us. We understand that your health information is personal, and we are committed to protecting it. We create a record of care and the treatment you receive here. We maintain this record to provide you with quality care and to comply with certain legal requirements. This notice will tell you about the ways we may use and share health information about you. It also describes your rights and certain duties we have regarding the use and disclosure of protected mental health information.

Our Legal Duty:

Law Requires Us to:

1. Keep your health information private
2. Give you this notice describing our legal duties, privacy practices, and your rights regarding your health information.
3. Follow the terms of the notice that is now in effect.

We Have the Right to:

1. Change our privacy practices and the terms of this notice at any time, provided the changes are permitted by law.
2. Make effective the changes in our privacy practices and new terms of our notice for all health information we keep, including information previously created or received before the changes.

Notice of Change to Privacy Practices:

1. Before we make an important change in our privacy practices, we will change this notice and make the new notice available upon request.

Types of Information We Collect

We collect personal information in the following ways:

- Directly from you: when you subscribe to receive SMS messages, opt-in via our website, or provide your name, phone number, or other pieces of information through other means.
- Automatically: When you engage with our SMS campaigns, such as responding to messages or clicking links.

The types of information we may collect include:

- Name
- Phone number
- Physical and mailing address, including: address, state, zip/postal code, city
- Insurance information, including, but not limited to: the carrier, plan number, and social security number
- SMS communication history
- Preferences related to messaging services
- Usage Data

Use and Disclosure of Your Protected Mental Health Information

The following section describes different ways that we use and disclose protected health information. Not every use and disclosure will be listed. However, we have listed all the different ways we are permitted to use and disclose health information. ***We will not use or disclose your mental health information for any purpose not listed below without your written authorization. Any specific written authorization you provide may be revoked at any time by submitting a written request to do so.***

Treatment Purposes: We may use health information about you to provide you with health treatment or services. We may disclose health information about you to staff who are taking care of you. We may also share information about you with other health care providers to assist them in treating you. This includes sending you SMS messages, including notifications, alerts, promotional offers, and updates related to our services and/or your appointments.

Payment Purposes: We may use and disclose your health information for payment purposes. We may submit requests for payment to your insurance company. The insurance company maintains the right to request certain information from us regarding care given. We will provide the required information to them about you and the care given so that you may access your insurance benefits.

Operation Purposes: We may share your health information for our business-related matters, such as audits, billing services, accounting and legal services. We also may use and disclose your health information for our health care operations. This may include measuring and improving quality, evaluating the performance of employees, conducting

training programs, and getting the accreditation, certificates, licenses and credentials we need to service you.

Consent and Opt-In

By providing your phone number and opting in, you consent to receive SMS messages from us.

Opt-in methods include:

- Entering your phone number on our website and agreeing to receive text messages.
- Texting a designated keyword (e.g., "START") to subscribe.
- Checking an opt-in box during registration or checkout.
- We do not use pre-checked opt-in boxes, and we do not purchase or use third-party contact lists for SMS messaging.

Opt-Out and Your Choices

You may opt out of receiving SMS messages at any time by:

- Replying "STOP" to any text message you receive from us.
- Contacting us at hello@fireweedcedarwellness.com with a request to unsubscribe.

Once you opt out, you will no longer receive SMS messages unless you re-subscribe. Standard message and data rates may apply based on your mobile carrier plan.

Data Sharing and Third Parties

We do not sell or share your personal information with third parties for marketing purposes.

However, we may share information with:

- Service Providers: Third-party vendors that assist in sending SMS messages and maintaining our systems.
- Legal Compliance: If required by law, regulation, or court order.

Our service providers are required to protect your data and use it solely for providing the requested services. We have Business Associate Agreements on file for all third party service providers, available upon request.

Data Security

We take reasonable measures to protect your personal information from unauthorized access, loss, misuse, or disclosure. These measures include encryption, secure data storage, and access restrictions.

Retention of Data

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Once no longer needed, data is securely deleted.

Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect or solicit personal information from minors. If we learn that we have collected information from a child under 13, we will promptly delete it.

Usage Data

Usage Data is collected automatically when using the Service.

Usage Data may include information such as your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device.

Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service.

You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our Service.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your personal computer or mobile device when you go offline, while Session Cookies are deleted as soon as you close your web browser.

We use both session and persistent Cookies for the purposes set out below:

- Necessary / Essential Cookies
 - Type: Session Cookies
 - Administered by: Us
 - Purpose: These Cookies are essential to provide you with services available through the Website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these

Cookies, the services that you have asked for cannot be provided, and We only use these Cookies to provide you with those services.

- Cookies Policy / Notice Acceptance Cookies
 - Type: Persistent Cookies
 - Administered by: Us
 - Purpose: These Cookies identify if users have accepted the use of cookies on the Website.
- Functionality Cookies
 - Type: Persistent Cookies
 - Administered by: Us
 - Purpose: These Cookies allow us to remember choices you make when you use the Website, such as remembering your login details or language preference. The purpose of these Cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the Website.
- Tracking and Performance Cookies
 - Type: Persistent Cookies
 - Administered by: Third-Parties
 - Purpose: These Cookies are used to track information about traffic to the Website and how users use the Website. The information gathered via these Cookies may directly or indirectly identify you as an individual visitor. This is because the information collected is typically linked to a pseudonymous identifier associated with the device you use to access the Website. We may also use these Cookies to test new advertisements, pages, features or new functionality of the Website to see how our users react to them.

Other Disclosures & Uses Required/Permitted by Law Include:

Abuse & Neglect: All practitioners of Fireweed + Cedar Wellness Collective, LLC. are mandated by Alaska State Law to report suspected abuse and neglect of children, elderly, and persons with disabilities.

Court Proceedings: We may disclose your protected information in the course of any judicial or administrative proceeding as allowed or required by law, with your specific written consent, or as directed by a judge's court order. We do not routinely release protected information in response to an attorney's subpoena.

Harm to Self or Others: To avert a life-threatening situation, we may disclose your protected information consistent with applicable law to prevent an imminent threat to the health or safety of a person or the public.

Law Enforcement: Under certain circumstances, we may disclose health information to law enforcement officials. These circumstances include reporting required by certain laws

(such as reporting of certain types of sounds), pursuant to court orders, reporting limited information concerning identification and location at the request of law enforcement officials, reporting death, crimes on our premises, and crimes in emergencies.

Notification: In the event of an emergency, hospitalization, and with your permission, we may use or disclose your protected information to notify, or assist in notifying, a family member, personal representative, or other person responsible for your care, about your location, and about your general condition. In case of emergency and if you are not able to give or refuse permission, we will share only the health information that is directly necessary for your health care, according to professional judgment.

Workers Comp: If you are seeking compensation through Workers Compensation, we may disclose your protected information to the extent necessary to comply with laws relating to Workers Compensation.

Other Uses: Other uses and disclosures besides those identified in this notice will be made only as authorized by law or with your specific written consent, which you may revoke in writing at any time.

Your Information Rights

The health and billing records we maintain are the physical property of Fireweed + Cedar Wellness Collective, LLC. The information in it, however, belongs to you.

You have a right to:

- Request a restriction on certain uses and disclosures of your file by delivering the request in writing to our office. We are not required to grant the request, but we will carefully review any request received.
- Obtain a paper copy of this notice by making a request at our office.
- Request that you be allowed to inspect and/or receive a copy of your file and/or billing record. You may exercise this right by delivering your request in writing to our office. Payment of one dollar per page is due when file copies are picked up. If you are a parent or legal guardian of a minor, please note that certain portions of the minor's file may not be accessible to you. This determination is made by the minor's provider if they determine that your access to the file would be harmful.
- Request that your file be amended to correct incomplete or incorrect information by delivering a written request to our office. We are not required by law to make such amendments.
- File a statement of disagreement if your amendment is denied and require that the request for amendment and any denial be attached in all future disclosures of your file.
- Obtain an accounting of disclosures of your information as required by law by delivering a written notice to our office. An accounting will not include internal uses for treatment, payment, or disclosures made to you at your request.

- Revoke authorizations that you made previously except to the extent information or action has already been taken, by delivering a written revocation to our office.
- Review this notice before signing any consent authorizing use and disclosure of your protected information for treatment, payment, and operation purposes.

Our Responsibility

Fireweed + Cedar Wellness Collective, LLC. is required to:

- Maintain the privacy of your information as required by law;
- Provide you with a notice stating our duties and privacy practices as to the information we collect and maintain about you;
- Abide by the terms of this notice;
- Notify you if we cannot accommodate a requested restriction or request; and
- Accommodate your reasonable requests regarding methods to communicate information about you.

We reserve the right to amend, change, or eliminate provisions in our privacy practices and access practices and to enact new provisions regarding the protected information we maintain. If our information practices change, we will amend our notice.

You are entitled to receive a revised copy of this notice by calling and requesting a copy or by picking one up at our office.

To Request Information or File a Complaint: If you have questions, would like additional information, would like to exercise any of the above rights, or would like to file a complaint regarding the handling of your information, please contact the Privacy Officer, Jody Smith, by phone or in writing during normal business hours. You will be provided assistance on the steps to take to exercise your rights.

If you believe your privacy rights have been violated, you may file a written complaint at our office by delivering the written complaint to Fireweed + Cedar Wellness Collective, LLC. business owner Victoria Murphy, LCSW.

You also may file written complaints with Office of Civil Rights of the U.S. Department of Health and Human Services. Fireweed & Cedar Wellness Collective LLC will not retaliate against you if you file a complaint.

We cannot and will not require you to waive the right to file a complaint with the Department of Health and Human Services as a condition of receiving treatment from our office.

By my initial on the Fireweed + Cedar Wellness Collective, LLC. Intake Packet and Welcome to Fireweed + Cedar Wellness Collective, LLC. form, I confirm that I have read and understood the above privacy policies. Any questions I had have been answered.