PACIFIC RECOVERY RETREAT

NOTICE OF PRIVACY PRACTICES

Effective Date: 10/12/2026

THIS NOTICE DESCRIBES HOW YOUR PERSONAL AND MEDICAL INFORMATION MAY BE COLLECTED, USED, AND DISCLOSED, AND HOW YOU MAY EXERCISE YOUR PRIVACY RIGHTS. PLEASE REVIEW IT CAREFULLY.

A. PURPOSE OF THIS NOTICE

Pacific Recovery Retreat is committed to protecting the privacy, confidentiality, and security of your personal and health information. This Notice of Privacy Practices explains how we collect, use, maintain, and disclose information in connection with our concierge nursing and post-operative recovery services.

This notice describes our privacy practices, your rights concerning your information, and the circumstances under which information may be shared with your authorization or as permitted or required by applicable law.

This notice applies to Pacific Recovery Retreat personnel and authorized service providers who handle client information in connection with our services.

Throughout this notice, "we," "us," and "our" refer to Pacific Recovery Retreat. "Your information" includes personal details, medical history, medications, nursing assessments, post-operative care records, and other health-related information collected in connection with your care.

Pacific Recovery Retreat does not represent itself as a HIPAA-covered entity. However, we recognize the sensitive nature of medical information and are committed to following the privacy and confidentiality requirements applicable to our business and services.

B. USES AND DISCLOSURES OF YOUR INFORMATION

1. Treatment, Payment, and Business Operations

We may collect, use, or disclose your information, as permitted by applicable law, for the following purposes:

a. Treatment and Care Coordination

We may use your information to provide nursing services, monitor your post-operative recovery, document care provided, follow applicable care instructions, and communicate with your surgeon or other healthcare professionals involved in your care when appropriate and legally permitted.

b. Payment and Billing

We may use your information to prepare invoices, process payments, maintain billing records, and collect payment for services rendered.

c. Business Operations

We may use information to manage our services, maintain appropriate records, evaluate service quality, train authorized personnel, and support administrative, safety, and compliance activities.

2. Family Members and Designated Caregivers

With your permission, or when otherwise permitted by law, we may share relevant information with family members, designated caregivers, or other individuals involved in your recovery. You may identify the individuals authorized to receive updates and communicate any limitations on the information shared.

3. Healthcare Providers and Care Coordination

When appropriate and legally permitted, we may share relevant information with your surgeon, physician, pharmacy, or other healthcare providers to support continuity of care, clarify post-operative instructions, and address concerns that arise during your recovery.

C. OTHER PERMITTED USES AND DISCLOSURES

We may use or disclose your information without written authorization when permitted or required by applicable law. Depending on the circumstances, these situations may include:

1. **Required by Law:** To comply with applicable federal, state, or local laws.
2. **Public Health and Safety:** For legally authorized public health activities, required reporting, or prevention of serious threats to health or safety.
3. **Abuse, Neglect, or Domestic Violence:** To report suspected abuse, neglect, or domestic violence when legally required or otherwise permitted.
4. **Health Oversight:** To cooperate with authorized agencies conducting inspections, investigations, audits, or licensing activities.
5. **Legal Proceedings:** In response to qualifying court orders, subpoenas, or other lawful legal processes.
6. **Law Enforcement:** When disclosure is authorized or required by law for specific law enforcement purposes.
7. **Medical Emergencies:** To support emergency care or protect an individual's health and safety when legally permitted.
8. **Other Legally Authorized Purposes:** For other purposes specifically permitted by applicable privacy and confidentiality laws.

Only information permitted or required under the applicable law will be disclosed.

D. WHEN WRITTEN AUTHORIZATION IS REQUIRED

Uses and disclosures of your information that are not otherwise permitted or required by law will require your written authorization.

Written authorization may be necessary before sharing identifiable medical information for purposes unrelated to your care or business operations, or for certain marketing activities.

You may revoke your authorization in writing, except to the extent that action has already been taken in reliance on it or another legal exception applies.

Pacific Recovery Retreat does not sell your personal or health information. We will not use or disclose your information for unrelated purposes without the authorization or other legal basis required by applicable law.

E. YOUR RIGHTS REGARDING YOUR INFORMATION

Your rights depend on the privacy laws applicable to your care and the information maintained by our business. Where applicable, you may have the following rights:

1. Right to Access and Obtain Copies

You may request access to your records and obtain copies, subject to applicable legal requirements and exceptions.

2. Right to Request Corrections

If you believe information in your records is inaccurate or incomplete, you may request a correction or amendment. Certain requests may be denied when permitted by law.

3. Right to Request Confidential Communications

You may request that we communicate with you through a particular phone number, email address, mailing address, or other reasonable method, subject to applicable law.

4. Right to Request Restrictions

You may request limitations on certain uses or disclosures of your information. We will consider your request and honor it when required by law or when we agree to do so.

5. Right to Request Information About Certain Disclosures

Where applicable, you may request information about certain disclosures of your records, subject to legal requirements and exceptions.

6. Right to Obtain a Copy of This Notice

You may request a paper or electronic copy of this notice at any time.

7. Right to Designate an Authorized Representative

If you have a legally authorized representative, we may verify that person's authority before allowing them to exercise applicable rights on your behalf.

8. Right to Submit a Privacy Complaint

If you believe your privacy rights have been violated, you may contact Pacific Recovery Retreat or the appropriate government agency responsible for enforcing the privacy laws applicable to your information. You will not be retaliated against for raising a privacy concern.

F. OUR RESPONSIBILITIES

Pacific Recovery Retreat is committed to maintaining appropriate safeguards to protect the confidentiality and security of your personal and health information.

We strive to:

- Limit access to client information to authorized individuals who need it for legitimate business or care-related purposes.

- Maintain appropriate safeguards for physical, electronic, and written records.
- Handle information in accordance with applicable privacy and confidentiality requirements.
- Respond appropriately to privacy concerns and requests concerning client records.
- Notify affected individuals of a reportable breach when required by applicable law.

We may revise this notice as our services, privacy practices, or legal obligations change. Updated notices will be made available as required by applicable law.

G. CONTACT INFORMATION

For questions about this notice, requests concerning your information, or privacy-related complaints, please contact:

Pacific Recovery Retreat

Email: info@pacificrecoveryretreat.com

Website: www.pacificrecoveryretreat.com

You may also contact the appropriate California or federal agency if you believe your privacy rights have been violated. The U.S. Department of Health and Human Services Office for Civil Rights accepts complaints concerning matters within its authority.

Website: https://www.hhs.gov/ocr/complaints/index.html

Your privacy, dignity, and trust remain important parts of the personalized care we provide at Pacific Recovery Retreat.