



Viera Homecare Privacy Policy

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

Viera Homecare ("we", "us", or "our") is dedicated to maintaining the privacy of your protected private information. For purposes of this notice, "Private" includes all individually identifiable information created, received, or maintained by us, or on our behalf, relating to your past, present, or future physical or mental health condition, treatment for that condition, or payment for that treatment.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind anytime. Let us know in writing if you change your mind.

Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Medical Information (For services requiring medication reminders and information for needed services)

- Social Security Number (For clients enrolled in Medicaid Waiver Programs this is required)

Use of Data

Viera Home uses the collected data for various purposes:

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues

For certain personal information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never use or share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes
- Any purpose not described in this Notice In the case of fundraising
- We will ask for your written permission before sharing your health information for this purpose.

Our Uses and Disclosures How do we typically use or share your health information?

We typically use or share your health information in the following ways. If applicable state law does not permit the disclosure described below, we will comply with the stricter state law.

Treat You

We can use your health information and share it with other professionals who are treating you For Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Transfer Of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those from your jurisdiction. If you are located outside the United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there. Your consent to this Privacy Policy, followed by your submission of such information, represents your agreement to that transfer.

Viera Homecare will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy, and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place, including the security of your data and other personal information. Viera operates per an internal procedure called Client Information Privacy and HIPAA Compliance Policy and follows this policy and procedure to protect client data.

Security of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Service Providers

We may employ third-party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used. These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

Wix is a website-building platform that Viera Homecare uses. Wix uses the data collected to track and monitor the use of our Service and website as well. Information like contact information is given directly to us, but some web data may be used by search engines like Google services.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://www.wix.com/about/privacy>

Get A Copy Of This Privacy Notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third-party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Billing For Your Services

We can use and share your personal information to bill and get payment from health plans or other entities.

Example: We give information about you to your insurance plan so it will pay for your services.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when posted on this page.

File A Complaint If You Feel Your Rights Are Violated

You can file a complaint if you feel we have violated your rights by contacting Viera Homecare at info@vierahomecare.com

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By visiting this page on our website. www.vierahomecare.com/contactus

File a complaint if you feel your rights are violated to the DCP:

Department of Consumer Protection
450 Columbus Blvd. Suite 901
Hartford, CT 06103

Consumer Complaint Center
Phone: (860) 713-6300
Toll Free: (800) 842-2649
8:30am-4:30pm
dcp.complaints@ct.gov

Investigations Division
Division Phone: (860) 713-6180
Fax: (860) 706-1201
dcp.investigations@ct.gov