

## Integration Solutions Inc. Notice of Privacy Practices

### Introduction

Integration Solutions Inc. ("we" or "us") is committed to protecting the privacy of any personal information you entrust to us ("information"), including Protected Health Information (PHI). We provide software solutions to healthcare organizations and other entities in the healthcare industry ("clients"). This Notice of Privacy Practices ("Notice") describes how we collect, use, and disclose information, and outlines your rights regarding this information. We are required by law to provide you with this Notice and to abide by its terms. This Notice is effective as of Feb 2024.

### Information We Collect

We collect information you voluntarily provide through your use of our website and interaction with our customer support channels. This may include:

- Contact information (name, email address, phone number)
- Company information (name, address, if applicable)
- Technical information (IP address, browser type)
- Information you choose to provide about your company's operations (e.g., software usage data)

**Additionally, we collect and store PHI that is provided to us by our clients through the use of our software solutions or through direct interactions with authorized personnel.**

This PHI may include:

- Patient demographics (name, address, date of birth)
- Medical history and diagnoses (applicable to certain clients)
- Treatment information (applicable to certain clients)
- Insurance information

We **do not** collect or store PHI directly from patients, only from their healthcare providers and with authorization.

### How We Use Your Information and PHI

We use your information for the following purposes:

- To provide and support our software solutions
- To communicate with you about your account, services, and updates
- To personalize your experience on our website
- To improve our software and services
- To comply with legal and regulatory requirements

We use and disclose PHI solely for the purpose of providing and supporting our software solutions to our clients. This may include:

- Processing and storing PHI on behalf of our clients

- Generating reports and analytics for our clients
- Providing technical support to our clients related to PHI

We will not use or disclose PHI for any other purpose without the written authorization of the individual or as required by law. We will enter into a Business Associate Agreement ("BAA") with each client to further define our respective obligations regarding the privacy and security of PHI.

### **How We Share Your Information and PHI**

We may share your information with our service providers, who help us operate our business and provide support for our software. We require these service providers to maintain the confidentiality and security of your information and PHI and only use it for the purposes we have authorized.

We will not sell or share your information or PHI with any third-party for marketing purposes. We may disclose your information or PHI if required by law, such as in response to a court order or subpoena.

### **Your Rights Regarding Your Information and PHI**

#### **Your rights regarding your information:**

- **Right to Access:** You have the right to access your information by submitting a written request to [Designated Contact Person or Department]. We will provide you with a copy of your information in a readily understandable format.
- **Right to Rectify:** You have the right to request that we correct any inaccurate or incomplete information we hold about you. We will review your request and respond to you within a reasonable timeframe.
- **Right to Erasure:** You have the right to request that we delete your information, subject to certain legal and regulatory exceptions.
- **Right to Restrict Processing:** You have the right to request that we restrict the processing of your information for certain purposes. We will consider your request and respond to you within a reasonable timeframe.
- **Right to Object:** You have the right to object to the processing of your information for certain purposes, such as direct marketing. We will honor your request unless we have compelling legitimate grounds for processing your information.

#### **Your rights regarding PHI:**

Individuals whose PHI we store and process on behalf of our clients should **contact their healthcare provider directly** to exercise their rights under HIPAA. These rights may include:

- **Right to Access:** The right to access, inspect, and copy their medical records.
- **Right to Amend:** The right to request that inaccurate or incomplete information in their medical records be corrected.
- **Right to an Accounting of Disclosures:** The right to receive a list of who their PHI has been disclosed to.
- **Right to Request Restrictions:** The right to request restrictions on how their PHI is used or disclosed.

- **Right to Request Confidential Communications:** The right to request to receive communications about their PHI in a specific manner.

### **Changes to This Notice**

We reserve the right to change this Notice at any time. We will notify you of any changes by posting the revised Notice on our website and by providing you with a copy of the revised Notice upon request.

### **Contact Us**

If you have any questions about this Notice or your privacy rights, please contact the Administrator or Support.

**Last updated: 02-2024**