

Haven Haus Therapy **Health Information Policy**

Effective Date: December 30th, 2025

This Health Information Privacy Policy (the “Notice”) describes how Haven Haus Corp. and all members of its Affiliated Covered Entity (collectively, “Haven Haus Clinicians”, “we”, and “our”), may use and disclose your protected health information to carry out treatment, payment, or health care operations and for other purposes that are permitted or required by law. An Affiliated Covered Entity is a group of health care providers under common ownership or control that designates itself as a single entity for purposes of compliance with the Health Insurance Portability and Accountability Act (“HIPAA”).

The members of the Haven Haus Corp. Affiliated Covered Entity will share protected health information with each other for the treatment, payment, and health care operations of the Haven Haus Clinicians Affiliated Covered Entity and as permitted by HIPAA and this Health Information Privacy Policy. For a complete list of the members of the Haven Haus Clinicians Affiliated Covered Entity, please contact Haven Haus Corp. at admin@havenhaustherapy.com.

Please review this Notice carefully. Capitalized terms not defined herein shall have the respective meanings given to them in the Haven Haus Corp. Terms of Service.

Patient Privacy Protection

We understand that information about you and your health is personal. By “health information,” we mean protected health information as defined under federal law (HIPAA, and its implementing regulations). It is our legal obligation and business imperative to ensure the confidentiality of your health information. We continuously seek to safeguard your health information through administrative, physical, and technical means, and otherwise abide by applicable federal and state laws.

Collecting & Maintaining Your Health Information

The health information that we collect or maintain may include:

- Your name, age, email address, username, password, and other registration information.
- Health information that you provide us, which may include information or records relating to your medical or health history, health status and laboratory testing results, diagnostic images, and other health related information.
- Health information about you prepared or obtained by the clinical professionals and support staff who provide clinical services through Haven Haus Corp. such as medical and records, treatment and examination notes, remote monitoring data, and other health related information.
- Billing information that you provide us, such as credit card information, or that we receive from a health plan or other provider of healthcare benefits on your behalf.

Use & Disclosure of Health Information

Haven Haus Corp. uses and discloses your health information for the normal business activities that the law sees as falling in the categories of treatment, payment and healthcare operations.

Generally, we do not need your permission for these disclosures under applicable laws. Below we provide examples of those activities, although not every use or disclosure falling within each category is listed:

- Treatment – Haven Haus Corp. keeps a record of the health information you provide. This record may include your test results, diagnoses, medications, your response to medications or other therapies, and information we learn about your medical condition through our services. We may disclose this information so that other doctors, nurses, and entities such as laboratories can meet your healthcare needs.
- Payment – Haven Haus Corp. documents the services and supplies you receive when we are providing care to you so that you, your insurance company or another third party can pay us. We may tell your health plan about upcoming treatment or services that require prior approval by your health plan.
- Health Care Operations – Health information is used to improve the services we provide, to train staff, for business management, quality assessment and improvement, and for customer service. For example, we may use your health information to review our treatment and services and to evaluate the performance of our staff in caring for you.

Haven Haus Corp. may also use or disclose your health information for conditions including but not limited to:

- Compliance with federal, state or local laws that require disclosure.
- Compliance with federal and state health oversight activities such as fraud investigations.
- Informing authorities to protect victims of abuse or neglect.
- Responding to law enforcement officials or to judicial orders, subpoenas or other processes.
- Conducting research following internal review protocols to ensure the balancing of privacy and research needs.
- Averting a serious threat to health or safety.
- Informing military and veteran authorities if you are an armed forces member (active or reserve).
- Informing workers' compensation carriers or your employer if you are injured at work.
- Informing you about health-related products and services.
- Communicating within our organization for treatment, payment, or healthcare operations.

- Communicating with other providers, health plans, or their related entities for their treatment or payment activities, or health care operations activities relating to quality assessment and improvement, care coordination and the qualifications and training of healthcare professionals.
- Providing information to other third parties with whom we do business, such as a record storage provider. However, you should know that in these situations, we require third parties to provide us with assurances that they will safeguard your information.

We may also use or disclose your personal or health information for operational purposes. For example, we may communicate with individuals involved in your care or payment for that care, such as family or guardians and send appointment reminders.

All other uses and disclosures, not previously described, may only be done with your written authorization. Haven Haus Corp. will also obtain your authorization before we use or disclose your health information for marketing purposes or before we would sell your information. You may revoke your authorization at any time; however, this will not affect prior uses and disclosures. In some cases state law may require that we apply extra protections to some of your health information.

Our Responsibilities as Healthcare Professionals

We are required by law to:

- Maintain the privacy of your health information.
- Provide this Notice of our duties and privacy practices.
- Abide by the terms of the Notice currently in effect.
- Notify you if there has been a breach that compromises your health information.

Haven Haus Corp. reserves the right to change our privacy practices and make the new practices effective for all the information we maintain. Revised notices will be posted on the Site.

Your Federal Rights

The law entitles you to:

- Inspect and copy certain portions of your health information. We may deny your request under limited circumstances. You may request that we provide your health records to you in an electronic format.
- Request amendment of your health information if you feel the health information is incorrect or incomplete. However, under certain circumstances we may deny your request.
- Receive an accounting of certain disclosures of your health information made for the prior six (6) years, although this excludes certain disclosures for treatment, payment, and health care operations. (Fees may apply to this request.)
- Request that we communicate with you at a specific telephone number or address.
- Obtain a paper copy of this notice even if you receive it electronically.

- Request that we restrict how we use or disclose your health information.

However, Haven Haus Corp. is not required to agree with your requests, unless you request that we restrict information provided to a payor, the disclosure would be for the payor's payment or healthcare operations, and you have paid for the health care services completely out of pocket. Haven Haus Corp. may ask that you make some of these requests in writing.

Complaints

If you believe that your privacy has been violated, you may file a complaint with us or with the Secretary of Health and Human Services in Washington, D.C. Haven Haus Corp. will not retaliate or penalize you for filing a complaint with us or the Secretary.

To file a complaint with us or receive more information contact admin@blkhaven.com.

To file a complaint with the Secretary of Health and Human Services write to 200 Independence Ave., S.E., Washington, D.C. 20201, call 1-800-537-7697, or file an online complaint at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

General Notice Provisions

This Notice describes the health care practices of:

- Any Healthcare Professional authorized to access and/or enter information into your health record through Haven Haus Corp.;
- All departments and units of Haven Haus Corp. through which telehealth and in-person health services are provided; and
- All affiliates and volunteers.

By:

Ashléé S. Wilson

Ashléé S. Wilson, CEO