

Privacy Policy & Terms and Conditions

Highland Health Providers (HHP) is strongly committed to protecting the privacy of visitors to our website and subscribers to our mailing lists. This privacy policy describes what information we gather from you through our website, how we use that information and what we do to protect it.

In this policy, Highland Health Providers refers to HHP staff, board members, cooperating attorneys, interns, and consultants, all of whom are bound by law or contract to keep information they receive as part of their assistance to HHP confidential.

This website, hhproviders.org (“website”), is operated on behalf of Highland Health Providers (“HHP”, “we”, “us” and “our”). It is our policy to protect your Personal Information (as defined below) and to use it in accordance with this Privacy Statement.

What information do we collect?

hhproviders.org servers may record the numerical Internet protocol (IP) address of the computer you are using; the browser software you use and your operating system; the date and time you access our site; and the Internet address of the website from which you linked directly to our site.

This information (“Non-Personal Information”) does NOT identify you personally. We use this Non-Personal Information to monitor the effectiveness of our site and identify areas of interest and improvements.

If you choose to use certain features and functions of the site, we ask you to provide certain personally identifiable information (“Personal Information”). By providing such information, you consent to our collection and use of it, as described in this Website Privacy Policy. We do not collect any Personal Information about you when you visit the site unless you give us that information. The Personal Information you provide includes information provided during any registration process, including contact information, such as your name, organization name, address and email address, and phone number. Any Personal Information is stored securely at an off-site location.

We collect information from you when you subscribe to our newsletter, respond to a survey or fill out a form.

When registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site without registering and entering personal information.

Mobile opt-in, SMS opt-in consent, and phone numbers for the purpose of SMS are not shared with third parties.

What do we use your information for?

Any of the information we collect from you may be used in the following ways:

- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you);
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs);
- To process transactions;
- To send periodic emails;
- The email address you provide for payment processing, may be used to send you information and updates pertaining to your payment or request, in addition to sending occasional company news, updates, promotions, related product or service information, etc. If at any time you would like to unsubscribe from receiving future emails, we include an 'unsubscribe from this list' link at the bottom of emails.
- In connection with legal proceedings, such as to comply with any court order, legal process, or respond to any governmental or regulatory request. See section below on 'Compelled Disclosure'
- To transfer information in the event of an organizational restructuring;
- For system administration and internal reporting purposes; and/or
- To monitor and evaluate our websites and identify where we should make changes or expand services.

Terms of Service for SMS Communications

Consent for SMS Communication

- Information obtained as part of the SMS consent process will not be shared with third parties.

Types SMS Communications

- If you have consented to receive text messages from Highland Health Providers, you may receive text messages related to appointment reminders.

SMS Messaging Disclosures:

- Messaging frequency may vary.
- Message and data rates may apply.
- To opt out at any time, text STOP.
- For assistance, text HELP or visit our website at www.hhproviders.org.
- Visit <https://hhproviders.org/cdn/HHP-Notice-of-Privacy-020426.pdf> for our privacy policy.

Compelled Disclosure

If we are required by law to disclose the information that you have submitted, we will independently object to overly broad requests for access to information about users of our site. Unless we are prohibited by law. We will attempt to provide you with notice that a request for your information has been made in order to give you an opportunity to object to the disclosure. We will attempt to provide this notice by email, if you have given us an email address. If you do not challenge the disclosure request, we may be legally required to turn over your information.

Links

We provide links on HHP sites to other sites of interest. We do not endorse the content of these sites or guarantee that they will abide by this Privacy Policy. Your use of such linked sites is subject to the terms and conditions and privacy policies of the providers of those sites.

Use of Cookies

We encourage our users to be aware when they leave our site and to read the privacy statements of each site that collects Personal Information.

The use of cookies enables us to enhance your visits to the site.

Cookies are alphanumeric identifiers that are transferred to your computer's hard drive through your web browser. Cookies enable us to recognize your browser and provide features that are tailored to your needs.

We may use information from cookies for purposes of planning and tracking, as well as assessing the technical function of the site. We may also use cookies to track information about which pages you visit within the site to help us gauge the effectiveness of the site or our content.

Security

We have adopted reasonable data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our website. Except as required by HIPAA, we do not make any representations or warranties of any kind related to the security of the website, or your information stored on the Site. To the extent you provide us with protected health information through the website, we will protect and secure your “protected health information” in accordance with HIPAA’s requirements.

Risk Disclosure

Despite HHP’s efforts to protect your personal information, there is always some risk that an unauthorized third party may access our internal systems or intercept a communication from you, and you acknowledge these inherent risks before using the Site.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Children

HHP does not offer or provide products and services for children to access or use via the website. If you are under eighteen (18) years of age, you may not use the website. HHP does not intend to collect personal information from children through the Website. If your child has submitted personal information and you would like to request that such information be removed, you may contact HHP, and HHP will promptly remove such information and shall not use such information.

Choice of Law and Indemnification

The laws of the State of Ohio govern these Terms and Conditions.

If you do not comply with these Terms & Conditions, We have the right to suspend or terminate your account and remove any information you have placed on the Site. We may also take any legal action We think is appropriate.

You agree to hold harmless and indemnify HHP and its affiliates, and each of its officers, directors, employees and agents from and against any and all third party claims, demands, proceedings and any losses, liabilities, damages, costs, payments and expenses, including

reasonable attorneys' fees, costs and expenses arising out of, directly or indirectly, your use of the website including, without limitation (a) any unlawful use of the website, (b) any use of the website that violates the Terms & Conditions; and/or (c) any use of the website that causes harm to yourself or others.

Disclaimer and Limitations

The materials on the website are provided "as is". HHP makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties, including without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.

Additionally, HHP does not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the materials on its website or otherwise relating to such materials or on any sites linked to this site.

In no event shall HHP be liable for any damages (including, without limitation, damages for loss of data or profit, or due to business interruption,) arising out of the use or inability to use the website, even if HHP has been notified orally or in writing of the possibility of such damage. Because some jurisdictions do not allow limitations on implied warranties or limitations of liability for consequential or incidental damages, these limitations may not apply to you.

Changes to this Statement

We may amend this Privacy Policy at our discretion at any time. If we make changes in any substantial way, we will notify you by posting a notice of the change on our website. Your continued use of the Site after any update to this Privacy Policy will constitute your acceptance of the changes.

Contact Information

If you have any questions, concerns, or complaints regarding these terms, please feel free to contact us. We are here to help and welcome your feedback. You can reach us at 937-393-6121 or by mail at Quality Compliance Manager, Highland Health Providers, 1487 North High Street, Suite 102, Hillsboro, OH 45133.