



## **Your Information. Your Rights. Our Responsibilities.**

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

**Please review it carefully.**

### **Your Rights**

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

#### **Get an electronic or paper copy of your medical record**

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

#### **Ask us to correct your medical record**

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

#### **Request confidential communications**

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

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## Your Rights *continued*

### Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
  - We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
  - We will say “yes” unless a law requires us to share that information.

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### Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

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### 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.

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### Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

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### File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting **[www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/)**.
- We will not retaliate against you for filing a complaint.

## Your Choices

**For certain health 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 **facility** directory
- Contact you for fundraising efforts

*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 share your information unless you give us written permission:**

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

**In the case of fundraising:**

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

## 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.

**Treat you**

- We can use your health information and share it with other professionals who are treating you.

**Example:** A doctor treating you for an injury asks another doctor about your overall health condition.

**Run our organization**

- We can use and share your health information to run our **organization**, improve your care, and contact you when necessary.

**Example:** We use health information about you to manage your treatment and services.

**Bill for your services**

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

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

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**How else can we use or share your health information?** We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

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**Help with public health and safety issues**

- We can share health information about you for certain situations such as:
  - Preventing disease
  - Helping with product recalls
  - Reporting adverse reactions to medications
  - Reporting suspected abuse, neglect, or domestic violence
  - Preventing or reducing a serious threat to anyone’s health or safety

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**Do research**

- We can use or share your information for health research.

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**Comply with the law**

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

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**Respond to organ and tissue donation requests**

- We can share health information about you with organ procurement organizations.

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**Work with a medical examiner or funeral director**

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

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**Address workers’ compensation, law enforcement, and other government requests**

- We can use or share health information about you:
  - For workers’ compensation claims
  - For law enforcement purposes or with a law enforcement official
  - With health oversight agencies for activities authorized by law
  - For special government functions such as military, national security, and presidential protective services

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**Respond to lawsuits and legal actions**

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

## 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 at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

**This Notice of Privacy Practices applies to the following organizations.**

## **INTERNET PRIVACY POLICY**

**LIFE ENRICHING COMMUNITIES** ("LEC"), doing business as Twin Lakes and Twin Towers Senior Living Communities and the LEC Foundation, is committed to safeguarding your privacy online. Please read the following to learn more about how your personal information will be treated as you use the Website (the "Site"). This policy may change from time to time so please check back periodically.

### **This policy will let you know:**

1. What personally identifiable information is collected from you;
2. What cookies are and how they are used;
3. How your information is used;
4. Who is collecting your information;
5. With whom your information may be shared;
6. How you can access, update or delete your information;
7. The kind of security precautions that are in place to protect the loss, misuse, or alteration of your information;
8. How we protect children's privacy;
9. What else you should know about your online privacy.

### **What personally identifiable information is collected from you?**

LEC collects information in several ways from different parts of the Site. On some pages, you can make requests and register to receive materials. The types of personal information collected at these pages are name, address, email address and phone number. Personal information may be collected when you report a problem with the Site. If you contact us, we may keep a record. Any Material Change to this Privacy Policy will be communicated through Site notices at least 30 days prior to implementation. What are cookies and how does LEC use them?

LEC may choose to use "cookies" in order to customize your experience on the Site. Cookies are used to store and sometimes track information about you. A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. We use both session ID cookies and persistent cookies. For the session ID cookie, once you close the browser, the cookie simply terminates. A persistent cookie is a small text file stored on the user's hard drive for an extended period of time. If you opt to disable cookies, LEC will not be able to provide you with access to the user specific sections of the site including account information, change of address, and maintenance request.

LEC uses cookies to measure certain traffic patterns of sites you have visited and your visiting patterns in aggregate.

### **How does LEC use your information?**

We take your privacy seriously! We do not share, rent or sell any personally identifiable information you provide us to any third party other than as outlined in this privacy policy.

LEC's primary goal in collecting personal information is to provide each user with a customized experience on the Site. LEC uses the information you provide about yourself only to complete your request and will not share this information with outside parties. Only return email addresses

are used to answer the emails that are received and are not used for any other purpose unless specifically requested.

LEC does not share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

### **Who is collecting information?**

When you provide personal information through the Site, the information is stored on or transmitted through one or more servers owned and maintained by a third party Internet service provider ("ISP"). The ISP shares this information only with LEC, unless you are specifically informed otherwise. If data is being collected and/or maintained by any other company, you will be notified prior to the time of the data collection or transfer. If you do not want your data to be shared, you can choose not to allow the transfer ("opt-out") by not using the service or product through which the personal information is being requested.

Please be aware that sponsors of the Site or Websites that have links on the Site may collect personally identifiable information about you when you visit their sites. The information practices of those Websites linked to the Site are not covered by this privacy statement. You should refer to the privacy policies of the other Websites, or contact the respective webmasters of those Websites to obtain information regarding their data collection and use policies.

### **With whom does LEC share your information?**

As a general rule, LEC will not disclose your personally identifiable information to anyone. However LEC may disclose such information when LEC has your permission or under special circumstances, such as when LEC believes in good faith that the law requires it or under the circumstances described below.

Any merchants listed on the Site have separate privacy and data collection practices. We have no responsibility or liability for these independent policies. For more information regarding the merchant, their online store, and their privacy policies, return to that store's home page and click on their "Information," "Privacy Policy" or similar link.

Third Party Data & Data in the Aggregate: Under confidentiality agreements, LEC may match user information with data collected by third parties. Also, LEC may disclose aggregated user statistics (for example, 45% of our users visit the homeowner area) in order to describe LEC's services to prospective customers, affiliates, partners, advertisers, and other third parties, and for other lawful purposes.

Protection of Rights: LEC may also disclose account information in special cases when LEC has reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone (i) who may be violating the [Terms of Use Agreement](#), (ii) who may be violating or causing damage to or interference with (either intentionally or unintentionally) the rights or property of LEC, other Site users, or any other person or entity, or (iii) to protect the personal safety of employees of LEC, other Site users, any other person or entity or the general public. LEC may disclose or access account information when LEC believes in good faith that the law requires it and to ensure the integrity and operation of LEC business and systems.

### **How you can access, update or delete your information?**

You may access all your personally identifiable information collected by contacting the Site's Webmaster [info@lec.org](mailto:info@lec.org). You can correct factual errors in your personally identifiable information by sending us a request that credibly shows error. To protect your privacy and security, the webmaster will take reasonable steps to verify your identity before granting access or making corrections. The webmaster will confirm, via email, that changes have been made.

### **What kind of security precautions are in place to protect the loss, misuse, or alteration of your information?**

We take precautions to protect our users' information. When users submit sensitive information via the Web, their information is protected both online and off-line.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to LEC or from the Site, and you do so at your own risk. Once LEC receives your transmission, we will attempt to ensure its security on our systems.

We do everything in our power to protect user-information off-line. All of our users' information is restricted in our offices. Only associates who need the information to perform a specific job (for example, a Marketing Specialist or LEC Foundation Representative) are granted access to personally identifiable information. Our associates must use passwords to gain access to our network. Furthermore, ALL associates are kept up-to-date on our security and privacy practices. Finally, the servers that store personally identifiable information are in a secure environment located in a locked facility provided by our ISP.

If you have any questions about the security of our Site, please contact our Privacy Director at [info@lec.org](mailto:info@lec.org).

### **What about children's privacy?**

Naturally, the safety of children is very important to us. Please be advised that the Site is a general audience Website and no portion of the Site is directed to children under the age of 13. LEC does not collect personally identifiable information from any person LEC actually knows is a child under the age of 13.

### **What else should you know about your privacy?**

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

Please keep in mind that whenever you voluntarily disclose personal information online - for example through email - that information can be collected and used by others.

### **Questions and Suggestions**

If, after reading this document, you have any questions or need to reach us, you may do so by calling us at 513-719-3513.