

# PRIVACY POLICY

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## Introduction

Wellness by Wright LLC and Veteran Integrative Health (“we,” “our,” or “us”) are committed to protecting your privacy and safeguarding your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website, use our services, or communicate with us.

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## Information We Collect

We may collect the following types of information:

### Personal Information

- Full name
- Phone number
- Email address
- Mailing address
- Date of birth
- Emergency contact information

### Health Information

- Information related to your medical history, treatment needs, and services provided (collected in compliance with applicable healthcare privacy laws)

### Insurance & VA Information

- VA referral and authorization details
- Insurance information for billing purposes

### Technical Information

- IP address
- Browser type
- Device information
- Website usage data (via cookies or analytics tools)

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## How We Use Your Information

We use your information to:

- Schedule and manage appointments
- Provide medical massage, acupuncture, and wellness services
- Communicate with you regarding your care
- Process billing and insurance/VA claims
- Send appointment reminders and updates via SMS or email
- Improve our website and services
- Comply with legal and regulatory requirements

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## SMS Communication

By providing your phone number, you consent to receive SMS messages from Wellness by Wright LLC / Veteran Integrative Health related to:

- Appointment scheduling and reminders
- Treatment follow-ups
- VA referral coordination
- Important clinic updates

Message frequency may vary. Message and data rates may apply.

You may opt out at any time by replying **STOP** or request assistance by replying **HELP**.

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## Sharing of Information

We do **not sell or rent** your personal information.

We may share your information with:

- Healthcare providers involved in your care
- The Department of Veterans Affairs (VA) or authorized third-party administrators (e.g., TriWest) for referral and billing purposes
- Insurance companies for claims processing
- Service providers (e.g., scheduling software, billing systems) who assist in business operations
- Legal authorities if required by law

All third parties are required to maintain the confidentiality of your information.

For VA patients: We may communicate directly with VA representatives to coordinate care, confirm attendance, and manage authorizations in accordance with your referral.

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## HIPAA Compliance

As a healthcare provider, we comply with the **Health Insurance Portability and Accountability Act (HIPAA)** and take appropriate measures to protect your Protected Health Information (PHI).

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## Data Security

We implement appropriate administrative, technical, and physical safeguards to protect your personal and health information from unauthorized access, disclosure, or misuse.

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## Your Rights

You have the right to:

- Access your personal information
- Request corrections to your information
- Request restrictions on how your information is used
- Withdraw consent for communications (where applicable)

To exercise these rights, please contact us using the information below.

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## Cookies & Tracking Technologies

Our website may use cookies and analytics tools to enhance user experience and track website performance. You can modify your browser settings to decline cookies if you prefer.

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## Updates to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with the revised effective date.

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## Contact Information

If you have any questions about this Privacy Policy or how your information is handled, please contact us:

**Wellness by Wright LLC / Veteran Integrative Health**

Email: [admin@veteranintegrativehealth.org](mailto:admin@veteranintegrativehealth.org)

Phone: 713-213-8483



Caption