

WEBSITE POLICY DOCUMENT

# Notice of Privacy Practices

HomeGlow IV • Effective: April 2026

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## REQUIRED NOTICE

THIS NOTICE DESCRIBES HOW HEALTH AND PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

## SECTION 01

### Who We Are and Our Commitment to Your Privacy

HomeGlow IV is a non-medical home infusion care coordination company that connects clients with independent licensed nurses for in-home IV infusion wellness services. We are committed to protecting the privacy of your personal and health-related information and to being transparent about how we collect, use, and protect that information.

This Notice of Privacy Practices (“Notice”) explains your privacy rights and our obligations regarding the health and personal information we collect in connection with our services. We are required by applicable law to maintain the privacy of your information, to provide you with this Notice, and to abide by the terms of this Notice.

*HomeGlow IV is committed to complying with applicable federal and state privacy laws, including relevant provisions of the Health Insurance Portability and Accountability Act (HIPAA), to the extent they apply to our services and operations.*

## SECTION 02

### Information We Collect

In the course of scheduling and providing home infusion services, HomeGlow IV and the attending licensed nurses may collect the following types of information:

- **Personal identification information:** Full name, date of birth, address, phone number, and email address
- **Health and wellness information:** Known allergies, current medications, medical conditions relevant to infusion safety, and any health history you voluntarily share

- **Service information:** Treatment preferences, infusion type, appointment history, and session notes
- **Payment information:** Billing details necessary to process payment for services rendered
- **Communications:** Messages, emails, or other correspondence you send to HomeGlow IV

You are never required to share more information than is necessary for the safe delivery of your infusion service. Our nursing staff will only request information relevant to your care and safety.

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### SECTION 03

## How We Use Your Information

HomeGlow IV uses your personal and health information for the following purposes:

- **Service delivery:** To coordinate, schedule, and facilitate your home infusion treatment, including sharing relevant health information with your assigned nurse to ensure safe and appropriate care
- **Care coordination:** To provide pre- and post-session support, follow-ups, and wellness check-ins
- **Billing and payment:** To process payments for services rendered and maintain accurate billing records
- **Legal compliance:** To comply with applicable laws, regulations, and legal obligations, including responding to lawful requests from government agencies or courts
- **Safety:** To identify and address potential health or safety risks before, during, or after a session
- **Service improvement:** To improve the quality, safety, and delivery of our services in a de-identified or aggregated manner that does not identify you personally

We will not use your information for purposes beyond those described in this Notice without first obtaining your written authorization.

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### SECTION 04

## How We Share Your Information

HomeGlow IV does not sell your personal or health information to third parties. We may share your information only in the following limited circumstances:

- **With your assigned nurse:** Health and personal information necessary for safe infusion delivery is shared with the independent licensed nurse assigned to your appointment
- **With service providers:** We may share information with trusted third-party vendors who assist us in operating our platform, processing payments, or managing communications — all of whom are bound by confidentiality obligations
- **As required by law:** We may disclose your information to comply with a legal obligation, court order, subpoena, or governmental request
- **For emergency purposes:** In the event of a medical emergency, your attending nurse may share relevant health information with emergency responders or medical personnel to protect your health and safety
- **With your authorization:** We may share your information with any other person or entity if you provide us with written authorization to do so. You may revoke this authorization at any time by contacting us in writing

**We do not sell your data**

HomeGlow IV will never sell, rent, or trade your personal or health information to marketers, data brokers, or any other third party for commercial purposes.

**SECTION 05**

**Your Privacy Rights**

You have the following rights with respect to your personal and health information held by HomeGlow IV. To exercise any of these rights, please contact us at [info@homeglowiv.com](mailto:info@homeglowiv.com).

<ul style="list-style-type: none"><li>• <b>Right to access</b></li></ul> <p>You have the right to request a copy of the personal and health information HomeGlow IV maintains about you.</p>	<ul style="list-style-type: none"><li>• <b>Right to correct</b></li></ul> <p>You have the right to request that we correct inaccurate or incomplete information about you.</p>
<ul style="list-style-type: none"><li>• <b>Right to delete</b></li></ul> <p>You may request that we delete your personal information, subject to applicable legal retention requirements.</p>	<ul style="list-style-type: none"><li>• <b>Right to restrict use</b></li></ul> <p>You may request that we limit certain uses or disclosures of your information beyond those required for your care.</p>
<ul style="list-style-type: none"><li>• <b>Right to a copy of this notice</b></li></ul> <p>You have the right to receive a paper or electronic copy of this Notice of Privacy Practices at any time upon request.</p>	<ul style="list-style-type: none"><li>• <b>Right to file a complaint</b></li></ul> <p>If you believe your privacy rights have been violated, you have the right to file a complaint with HomeGlow IV or with applicable regulatory</p>

	authorities.
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We will not retaliate against you for exercising any of your privacy rights.

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## SECTION 06

### How We Protect Your Information

HomeGlow IV takes the security of your personal and health information seriously. We implement reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, disclosure, alteration, or destruction. These measures include:

- Limiting access to your information to staff and contractors who need it to perform their duties
- Using secure, encrypted communication tools and platforms where feasible
- Training staff on privacy and data security practices
- Regularly reviewing our privacy and security procedures

While we take every reasonable precaution, no data transmission or storage system can be guaranteed as completely secure. If you have concerns about the security of your information, please contact us at [info@homeglowiv.com](mailto:info@homeglowiv.com).

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## SECTION 07

### Data Retention

HomeGlow IV retains your personal and health information for as long as necessary to fulfill the purposes described in this Notice, comply with our legal obligations, resolve disputes, and enforce our agreements. When your information is no longer needed, we will dispose of it securely.

You may request deletion of your information at any time by contacting us at [info@homeglowiv.com](mailto:info@homeglowiv.com). Please note that certain information may be retained as required by applicable law even after a deletion request.

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## SECTION 08

## Minors

HomeGlow IV does not knowingly collect personal or health information from individuals under the age of 18 without the express consent of a parent or legal guardian. If a minor is to receive infusion services, a parent or legal guardian must be present and must provide consent on the minor's behalf. If you believe we have inadvertently collected information from a minor without appropriate consent, please contact us immediately at [info@homeglowiv.com](mailto:info@homeglowiv.com).

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### SECTION 09

## Changes to This Notice

HomeGlow IV reserves the right to update or revise this Notice of Privacy Practices at any time. Any changes will be posted on our website with a revised effective date. We encourage you to review this Notice periodically. Your continued use of our services following any update constitutes your acknowledgment of the revised Notice.

If we make material changes to how we use or share your personal or health information, we will make reasonable efforts to notify you directly, such as by email, prior to the change taking effect.

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### SECTION 10

## How to Contact Us

If you have questions about this Notice, wish to exercise your privacy rights, want to request a copy of your information, or need to report a privacy concern, please contact our team. We will respond to all privacy-related inquiries within a reasonable timeframe.

**Email:** [info@homeglowiv.com](mailto:info@homeglowiv.com)

### Filing a complaint

If you believe your privacy rights have been violated and are not satisfied with our response, you may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights at [hhs.gov/ocr](https://www.hhs.gov/ocr) or by calling 1-800-368-1019. HomeGlow IV will not retaliate against you for filing a complaint.

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*HomeGlow IV reserves the right to update this Notice of Privacy Practices at any time. Updates will be posted on our website and become effective upon publication.*

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