

Harbor & Haven Home Care, LLC

1520 Belle View Blvd. Suite 5517

Alexandria, VA 22307

Telephone (202) 834-7910

Website Privacy Policy

Effective date — July 30, 2026

This policy explains, in everyday language, how Harbor & Haven handles information received through its website and general business communications. Health information subject to HIPAA is addressed separately in the Notice of Privacy Practices.

1. Scope

This Website Privacy Policy applies to information collected through Harbor & Haven's public website, inquiry forms, email, telephone calls, text messages, referral contacts, and similar business communications. It does not replace a client service agreement, employment privacy notice, or the HIPAA Notice of Privacy Practices.

Harbor & Haven provides non-medical home care and life-management support from Virginia and may serve clients in Stafford County and other approved Virginia service areas. Website information is intended for general business use and is not emergency, medical, legal, or clinical advice.

2. Information we may collect

We collect information that a person chooses to provide and limited information produced when a person uses the website.

- **Contact information** — name, address, email, telephone number, and preferred contact method.
- **Service-inquiry information** — care needs, requested schedule, service location, relationship to the prospective client, and information voluntarily shared about health, mobility, safety, or household support.
- **Business and transaction information** — communications, signed forms, invoices, payment status, referral source, and records needed to respond or provide services.
- **Website information** — IP address, browser and device details, pages visited, referring page, approximate location derived from IP address, and cookie or analytics identifiers.
- **Applicant and workforce information** — resume, work history, credentials, availability, references, and information required for lawful screening when a person applies for work.
- **Sensitive information** — health, disability, financial, identification, or background information only when needed and lawfully collected. Public website forms should request no more sensitive information than necessary.

3. How we use information

We use information only for legitimate operational, care-coordination, safety, compliance, and communication purposes.

- Respond to questions, conduct intake, assess whether requested non-medical services may be available, and arrange consultations.
- Provide, schedule, document, bill for, and improve services; communicate with clients, authorized representatives, caregivers, referral sources, and payors.
- Recruit and manage employees or contractors, perform legally required screening, and protect clients and staff.

- Operate and secure the website, diagnose technical problems, prevent misuse, maintain records, and comply with insurance and legal duties.
- Send service-related communications and, with any consent required by law, educational or marketing messages.

4. How information may be shared

Harbor & Haven does not sell personal information. We may share information only as reasonably needed with service providers, professional advisers, referral partners at the individual's direction, payors or government programs when applicable, law enforcement or regulators when legally required, and a successor in a lawful business transaction.

Vendors may include secure hosting, scheduling, communications, electronic-signature, payment, bookkeeping, insurance, and records-management providers. Vendors are expected to use information only for authorized services and to protect it under contract when appropriate. When HIPAA applies, Harbor & Haven uses business-associate agreements where required.

5. Cookies and website technology

The website may use essential cookies and similar tools to operate, remember preferences, measure traffic, prevent fraud, and improve performance. Harbor & Haven will describe any advertising or analytics tools actually used and will provide choices when required by law. Browser settings may block cookies, although some website functions may not work correctly.

6. Text messages and email

If a person provides a mobile number or email address, Harbor & Haven may respond about an inquiry, appointment, application, service, or account. Standard carrier rates may apply. Consent to receive marketing messages is not a condition of purchasing care. A person may opt out of marketing texts by replying STOP and may request a different communication method.

Ordinary email and text messages can carry privacy risks. Do not send urgent medical information, Social Security numbers, payment-card details, or other highly sensitive information through an unsecured channel. Call 911 for an emergency.

7. Security and retention

Harbor & Haven uses reasonable administrative, physical, and technical safeguards suited to the information and the size and nature of the business. No website, transmission method, or storage system can be guaranteed completely secure.

Information is kept only as long as reasonably needed for the purpose collected, client care and documentation, contractual requirements, insurance, dispute resolution, or applicable federal and Virginia retention duties. Information is then securely deleted, destroyed, or de-identified when practical.

8. Privacy rights and requests

A person may ask Harbor & Haven to review, correct, or delete information submitted through the public website, or to stop nonessential marketing. Some information must be retained to provide services, document transactions, protect clients, comply with home-care requirements, preserve legal claims, or satisfy federal or Virginia law.

Separate rights apply to protected health information. Those rights, including access, amendment, confidential communications, restrictions, and accounting requests, are explained in the HIPAA Notice of Privacy Practices.

The Virginia Consumer Data Protection Act has coverage thresholds and exemptions, including an entity-level exemption for a HIPAA covered entity or business associate. Harbor & Haven will honor rights that apply to its actual operations and will not discriminate against a person for making a lawful privacy request.

9. Children

The public website is intended for adults arranging or considering services. Harbor & Haven does not knowingly use the website to collect personal information directly from children under 13 without appropriate consent. A parent or guardian who believes a child submitted information should contact Harbor & Haven.

10. External websites

Links to community resources or third-party websites are provided for convenience. Harbor & Haven does not control their security, availability, content, or privacy practices. A link is not an endorsement or a guarantee.

11. Data incidents

Harbor & Haven will investigate suspected privacy or security incidents and provide notices required by the HIPAA Breach Notification Rule, Virginia's breach-notification law, or other applicable law. Notice obligations depend on the type of information, whether it was secured, and the risk created by the incident.

12. Policy changes

Harbor & Haven may revise this policy as services, technology, or law changes. The updated version will be posted with a new effective date. Material changes will be communicated when required.

Contact information

Questions, requests, complaints, or accessibility concerns may be directed to:

Harbor & Haven Home Care, LLC

Attention — Privacy Officer

1520 Belle View Blvd. Suite 5517

Alexandria, VA 22307

Telephone (202) 834-7910

support@harborhavencare.org

<https://www.harborhavencare.org>

Drafting references and publisher review

This section is for Harbor & Haven’s internal review. It may be removed from the public-facing version after legal and compliance approval.

- **Virginia Health Records Privacy** — <https://law.lis.virginia.gov/vacode/title32.1/chapter5/section32.1-127.1%3A03/>
- **Virginia Data Breach Law** — <https://law.lis.virginia.gov/vacode/title18.2/chapter6/section18.2-186.6/>
- **Virginia Consumer Data Protection Act** — <https://law.lis.virginia.gov/vacodefull/title59.1/chapter53/>
- **Virginia Home Care Regulations** — <https://law.lis.virginia.gov/admincodefull/title12/agency5/chapter381/>

Before publishing, insert the company website and a monitored email address; confirm actual cookies, analytics, payment tools, client portals, text-messaging practices, licensing status, service area, and HIPAA covered-entity or business-associate status. Virginia counsel and a qualified privacy professional should review these drafts. Laws and agency guidance can change.