

Guardian Care Services

Privacy Policy

Effective Date: November 24, 2024 Last Updated: June 13, 2026

Guardian Care Services (“we,” “us,” or “our”) is a Georgia-based in-home nursing agency providing pediatric care to families of children with special needs, including services delivered through the Georgia Pediatric Program (GAPP). We are committed to protecting the privacy and security of the personal and health information entrusted to us by the families we serve, the clinicians we employ, and the visitors to our website.

This Privacy Policy explains what information we collect, how we use and protect it, and the choices available to you. It applies to information we collect through our website, our intake and enrollment processes, and our general business operations.

A note on health information. Our handling of protected health information (PHI) is governed by the Health Insurance Portability and Accountability Act (HIPAA). The specific ways we may use and disclose PHI, and your rights regarding that information, are described in detail in our separate *Notice of Privacy Practices*. This Privacy Policy summarizes our general practices and should be read alongside that Notice.

1. Information We Collect

The information we collect depends on your relationship with us. It generally falls into the following categories.

Information from families and patients

- **Identifying information** — child and parent or guardian names, dates of birth, home address, telephone numbers, and email addresses.
- **Health information** — diagnoses, physician orders, plans of care, treatment records, medication information, and related clinical documentation needed to provide and coordinate care.
- **Insurance and program information** — Medicaid identification numbers, Georgia Pediatric Program enrollment details, insurance coverage, and billing information.
- **Eligibility documentation** — records required to establish or maintain eligibility for covered services.

Information from clinicians and applicants

- **Employment information** — contact details, resumes, licenses and certifications, background-check results, and onboarding documentation collected during hiring and employment.

Information collected through our website

- **Information you provide** — details you submit through contact forms, referral forms, or email, such as your name, email address, phone number, and the contents of your message.

- **Automatically collected information** — standard technical data such as IP address, browser type, device information, pages visited, and the dates and times of visits, collected through cookies and similar technologies.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, coordinate, and manage in-home nursing and pediatric care services.
- To verify eligibility and process enrollment in the Georgia Pediatric Program and other applicable programs.
- To bill for services and obtain payment from Medicaid, insurers, or other responsible parties.
- To communicate with families, guardians, physicians, and care teams.
- To recruit, screen, onboard, and manage our clinical and administrative staff.
- To respond to inquiries submitted through our website or other channels.
- To operate, maintain, and improve our website and business operations.
- To comply with legal, regulatory, accreditation, and contractual obligations.

3. How We Share Your Information

We do not sell your personal or health information. We share information only as necessary to provide care and operate our business, and as permitted or required by law. This may include sharing with:

- **Treating providers and care teams** — physicians, hospitals, therapists, and other professionals involved in the patient's care.
- **Government programs and payers** — the Georgia Department of Community Health, the Georgia Pediatric Program, Medicaid, and insurers, for eligibility, authorization, billing, and oversight.
- **Service providers** — vendors who perform functions on our behalf, such as billing, scheduling, electronic records, and information-technology services, under agreements that require them to protect your information.
- **Legal and regulatory authorities** — when required by law, subpoena, court order, audit, or to comply with regulatory and reporting obligations, including mandatory reporting of suspected abuse or neglect.

Disclosures of protected health information are made in accordance with HIPAA and the standards described in our Notice of Privacy Practices.

4. Children's Privacy

Because we serve children with special needs, much of the information we maintain relates to minors. We collect this information from parents, legal guardians, and treating providers for the purpose of delivering care, and we treat it with heightened care and confidentiality.

Our website is intended for use by parents, guardians, caregivers, referral partners, and prospective employees — not by children. We do not knowingly collect personal information directly from children

under 13 through our website. If you believe a child has provided information through our website, please contact us so we can remove it.

5. How We Protect Your Information

We maintain administrative, technical, and physical safeguards designed to protect personal and health information against unauthorized access, use, or disclosure. These measures include access controls, staff training, secure storage and transmission of records, and policies governing the handling of sensitive information.

No method of transmission or storage is completely secure. While we work to protect your information, we cannot guarantee absolute security. In the event of a breach affecting protected health information, we will provide notification as required by applicable law.

6. Data Retention

We retain personal and health information for as long as necessary to provide services, meet our legal and regulatory obligations, support billing and audit requirements, and resolve disputes. Retention periods for medical and program records are governed by applicable federal and Georgia state law. When information is no longer required, we dispose of it securely.

7. Cookies and Website Analytics

Our website may use cookies and similar technologies to operate the site, remember your preferences, and understand how visitors use our pages. Most web browsers allow you to refuse or delete cookies through your browser settings; doing so may affect how parts of the website function. We do not use website data to make decisions about your care or eligibility.

8. Your Rights and Choices

Depending on your relationship with us and applicable law, you may have the right to:

- Access and obtain a copy of the health information we maintain about you or your child.
- Request a correction to information you believe is inaccurate or incomplete.
- Request restrictions on certain uses and disclosures of your information.
- Receive an accounting of certain disclosures we have made.
- Receive a paper copy of our Notice of Privacy Practices upon request.

To exercise any of these rights, please contact us using the information below. Your rights with respect to protected health information are described more fully in our Notice of Privacy Practices.

9. Third-Party Links

Our website may contain links to websites operated by others. We are not responsible for the privacy practices or content of those sites. We encourage you to review the privacy policy of any website you visit.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. When we make changes, we will revise the “Last Updated” date above and post the current version on our website. We encourage you to review this policy periodically.

11. Contact Us

If you have questions about this Privacy Policy, wish to exercise your rights, or want to report a concern, please contact us:

Guardian Care Services

Email: privacy@guardiancareservices.org

This document is a general template provided for convenience and does not constitute legal advice. It should be reviewed and tailored by a qualified attorney familiar with HIPAA and Georgia healthcare law before use, and should be paired with a HIPAA Notice of Privacy Practices.