

PRIVACY AT LAPTIS

www.laptis.io

Date of last update: 6/28/2025

Introduction.

Laptis is committed to protecting your privacy. This policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our services.

What data do we collect?

We collect the following data:

- Personal identification information (e.g., name, address, email, phone number, date of birth)
- Health-related data (e.g., substance use history, mental health history, medications, allergies, insurance information)
- Internet or electronic network activity (e.g., submission metadata, IP addresses, browser type)
- Intake and application metadata (e.g., application ID, intake status history, timestamps, number of calls, additional notes)

How do we collect your data?

You provide data directly when you:

- Submit an intake form or application through our website or portal
- Communicate with us via email, SMS, or other channels
- Use our website, which collects data through cookies and similar technologies

We may also receive your data:

- From referral partners or clinicians submitting applications on your behalf
- Through automated website analytics

How will we use your data?

We use your data to help treatment providers:

- Process patient intake applications for treatment
- Verify insurance eligibility
- Coordinate referrals to treatment centers
- Improve our platform and services through operational analytics

We do **not sell your data** to third parties. We only share data as needed to provide our services, such as with treatment center partners to coordinate care, with your consent.

How do we store your data?

Your data is securely stored on **Amazon Web Services (AWS) servers located in the United States**, encrypted in transit and at rest. Access is restricted to authorized personnel only.

We retain your data as long as necessary to fulfill the purposes described in this policy or as required by law. Data is deleted securely when no longer needed.

Marketing.

We do not use your personal health information for marketing purposes without your explicit consent. If you have opted into non-health-related marketing, you may opt out at any time by contacting us at security@laptis.io.

What are your data protection rights?

You have the right to:

- Access your personal data
- Request corrections to your data
- Request deletion of your data under certain conditions
- Restrict processing under certain conditions
- Object to processing under certain conditions
- Request transfer of your data to another organization (data portability)

To exercise these rights, contact us at security@laptis.io. We will respond within one month.

Cookies.

Cookies are used to:

- Keep you signed in
- Understand how you use our website to improve user experience

You can manage your cookie preferences through your browser settings. Some website features may not function if cookies are disabled.

Privacy policies of other websites.

Our website may contain links to other websites. This privacy policy applies only to Laptis. We encourage you to read the privacy policies of any external sites you visit.

Changes to our privacy policy.

We review and update this privacy policy regularly. Updates will be posted on this page with a revised effective date.

How to contact us.

For questions about this policy or your data:

- **Email:** security@laptis.io

How to contact the appropriate authority.

If you feel we have not addressed your concerns satisfactorily, you may contact:

- **U.S. Department of Health & Human Services – Office for Civil Rights (OCR)**