

Privacy Policy



WEBSITE AND WEB APPLICATION

Last Revised: 01/20/2024

At Rove Nutrition, we are serious about protecting the privacy and confidentiality of your personal information and most importantly, your protected health information (“PHI”). This Privacy Policy (“Privacy Policy”) explains how Rove Nutrition LLC, a New Jersey limited liability corporation, (“hereinafter referred to as “Rove Nutrition” or “We”) collects information from and about you, (hereinafter referred to as “User,” “customer”, “you,” “your”) the type of information we collect, and how we use or share that information. This Policy also explains your rights related to your PHI and how you can exercise those rights.

By accessing, visiting, using, and/or submitting your Personal Information, including PHI, to us through your use of the Site, App, and/or Services, you are consenting to our collection and use of your personal information as set forth in this Privacy Policy.

In addition, if you are submitting personal information of third parties to us, you are representing and warranting that you have authority or consent to do so and will hold us harmless from and against claims by those individuals relating to our use of their personal information within the terms of this Privacy Policy.

You acknowledge that you have read, understood, and agreed to all of the terms and conditions set forth in this Privacy Policy. Rove Nutrition reserves the right at any time in its sole discretion to modify or change this Privacy Policy. If you do NOT agree with the terms of this Privacy Policy, or the Terms of Service please do not further access or use this Site, App, and/or the Services.

1. COLLECTION OF PERSONAL INFORMATION

How Rove Nutrition Collects Information About You. For the reasons set forth below, Rove Nutrition collects information about you (including identifiable and non-identifiable data) through your access to and/or use of Rove Nutrition’s Website located

at: www.rovenutrition.com (referred to herein as the “Site”), use the web based telehealth application on the Site (referred to herein as the “App”), when you provide information through completion of forms or through other means, and when you participate in virtual nutrition or dietitian counseling sessions with Rove Nutrition staff (referred to herein as the Rove Nutrition “Services”), and through other third parties including insurance providers and healthcare providers. For a more complete discussion of the means used to collect information about you and your use of our Services please review the Rove Nutrition Terms of Service available at: www.rovenutrition.com/Terms of Use.

The Type of Information About You that Rove Nutrition Collects. As part of the provision of Services, Rove Nutrition may create, collect, receive, maintain, store, transmit, disclose and/or use personal information.

Protected Health Information (PHI)

As part of the provision of Services, Rove Nutrition may create, collect, receive, maintain, store, transmit, disclose and/or use Your PHI. Your PHI may include, without limitation, the following: (i) the identity of physicians and/or other health care providers that have examined and/or treated you; (ii) treatment, diagnostic and symptom information from your healthcare providers; (iii) prescriptions, treatment plans and treatment protocols you have used; (iv) diagnostic and laboratory tests that your healthcare providers have ordered; (v) information about your use of the Site and the App, (vi) information you input into Rove Nutrition's Site or the App; and (vii) information you disclose to a nutritional consultant or dietitian while using the Services.

Personal Identifiable Information (PII)

The personal identifiable information about you that Rove Nutrition collects and stores may include, without limitation, your full name, email addresses, physical addresses, age, date of birth, App user credentials, phone numbers, employer, social security number, health insurance plan information (including, without limitation, insurance identification numbers), device identifiers, and other information that you provide when you are using the Site or the App.

Payment Information

Rove Nutrition (or an authorized third-party payment processor) may collect and store insurance policy information and financial information about you to facilitate insurance claims and payment transactions. Such information may include, without limitation, (i) credit card, debit, and other financial institution information, (ii) insurance identifiers and claims details, (iii) credit reporting information and credit score, and (iv) identifying information.

HOW ROVE NUTRITION USES INFORMATION ABOUT YOU

We will obtain your written authorization or permission to use or disclose your PHI for any use of your PHI other than those permitted by, required by, and/or in accordance with applicable law, including, but not limited to, the following:

- (1) In connection with your healthcare provider's treatment of you;
- (2) To provide You with information, and to answer any questions that you may have, about the Services as provided by Rove Nutrition;
- (3) To provide you with information as needed for you to use the APP and access the Services;
- (4) To assist you in obtaining reimbursement from health insurance companies for the Services (although we have no control over insurers' coverage decisions);
- (5) To obtain information from you about your medical condition and treatments;
- (6) To make improvements to the Site and Services offered by Rove Nutrition;
- (7) To provide information to your physician and/or other healthcare provider in connection with the treatment of your medical conditions as requested;

- (8) In a fully de-identified format (no longer considered personal information or PHI) for the purposes of clinical research in compliance with applicable law;
- (9) In an identifiable format if authorized by you for use within clinical research, in compliance with applicable law;
- (10) To communicate with you about the Services including any changes or modification to the Services;
- (11) For internal quality assessment, business improvement, and product development;
- (12) For customer service trending and analysis;
- (13) For treatment, payment, or health care operation purposes as defined in HIPAA; and/or
- (14) For any other purpose not prohibited by applicable law.

HOW ROVE NUTRITION DISCLOSES INFORMATION ABOUT YOU

Permitted Sharing of Your Personal Information

Rove Nutrition may disclose your PHI and/or other information about you, as described above, as permitted by, required by, and/or in accordance with applicable law including, without limitation: (a) to your physician and/or other health care provider; (b) to persons and/or entities, authorized by you in writing, to receive such information, such as your health insurer; and/or (c) to third parties who perform services on Rove Nutrition's behalf. Rove Nutrition will not sell or rent Your personal information to any other company or organization.

Sharing Personal Information with Your HealthCare Provider

We will disclose information about your use of the Services with your healthcare providers upon your request and after execution of an Authorization for the Release of PHI.

Sharing Personal Information with Third Parties

To facilitate the provision of services, we may share some personal information, including PHI, with third parties that we engage to perform various services or functions on our behalf. For example, Rove Nutrition may use different vendors to provide educational content to our Users, to provide communication channels to facilitate the telehealth experience, or for various business-related functions. When we share Your personal information with our third-party partners, we do not authorize them to use, share or disclose Your personal information with others for purposes other than the provisions of services that they have been retained to provide.

De-Identified and Aggregate Data

Once personal information, including PHI, has been fully de-identified so that it cannot be tied to any specific individual, it is no longer considered personal information or PHI. We will de-identify personal information and compile this data to create anonymous aggregate statistics without

risk of release of any personal information. This aggregate data is used to help us to continually improve the User experience and to better understand the efficacy of the Rove Nutrition Services.

Disclosures Required Under Law

Rove Nutrition may disclose or report information about you as permitted by, required by, and/or in accordance with applicable law: (i) if we have a good faith belief that we are required to disclose the information in response to legal process (for example, a court order, search warrant or subpoena); (ii) to comply with applicable laws, (iii) if we believe that Rove Nutrition's Site and/or App are being used to commit a crime, including, without limitation, to facilitate the reporting of such criminal activity or to exchange information with other companies and organizations for the purposes of fraud protection and credit risk reduction, (iv) if we have a good faith belief that there is an emergency that poses a threat to the health or safety of a person or the general public, and/or (v) in order to protect the rights or property of Rove Nutrition. If Rove Nutrition sells all or a portion of our business, we may transfer all of your information that we collect as described above, including, without limitation, PHI, and/or other information about you, to the successor organization as permitted by, and in accordance with, applicable law.

HOW ROVE NUTRITION PROTECTS YOUR PERSONAL INFORMATION, INCLUDING PHI

Rove Nutrition protects the personal information it has collected from you, including PHI, by using industry standard security precautions against loss, unauthorized access, destruction, misuse, modification, or disclosure. Rove Nutrition complies with the HIPAA Security Rule requirements applicable to medical device providers (as defined in HIPAA).

When credit card information and other financial information is transmitted over the Internet to Rove Nutrition, Rove Nutrition takes reasonable steps to protect that information and requires any third-party payment processors to also adhere to PCI-DSS standards. Even though Rove Nutrition takes precautions to maintain the confidentiality of your information, it is important to keep in mind that any information that you provide via the Site, App, by e-mail, text messaging (SMS/MMS), videoconferencing, telephone call, or by other means may not be secure and may be susceptible to third party interception. As a result, you understand and agree that you transmit information to us at your own risk, and that we are not liable for any data breaches. Please refer to the Terms of Services sections on disclaimer and limitation of liability provisions.

You will be required to register for an account to access the App on the Site. You will need to create a username and password as discussed in the Terms of Service. You are responsible for securing the confidentiality of your User Credentials and/or information used to identify you. It is important that you protect and maintain the security of your account, and that you immediately notify us of any unauthorized use of your account.

YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION AND PHI

You may choose to decline to share certain personal information or PHI with Rove Nutrition. In addition, You may choose to revoke Your consent for us to use Your PHI for purposes other

than those pertaining to your care and treatment, payment for Services and other business and healthcare operations.

Right to Revoke an Authorization. You may revoke any Authorization you have provided to permit the release or sharing of your PHI at any time. To exercise your Right to Revoke, contact us, in writing, at:

Rove Nutrition LLC
270 Sylvan Ave, Suite 2260
Englewood Cliffs, N.J. 07632
Phone: 833.663.7683
Email: support@rovenutrition.com

Right to Access, Inspect, and receive a Copy of Your PHI. Under Federal law, you have the right to access, inspect and obtain a copy of your protected health information that is maintained in a designated record set. A designated record set is a group of records, including medical records, billing records and other information that is used for making decisions about your healthcare or treatment. This is a limited right as Federal privacy laws have also established that you do not have a right to access, inspect, or copy your records categorized as psychotherapy notes, information compiled in anticipation of litigation or legal action, and certain clinical laboratory information. Please note that New York State's Mental Hygiene Law and Public Health Law may provide you with independent rights to inspect and copy such information. The exercise of Your right to Access, Inspect and Copy is more fully explained in the Rove Nutrition Notice of Privacy Practices. To exercise this right, submit a written request to us at the above contact and address. Rove Nutrition may charge a reasonable, cost-based fee to cover the expense of providing the requested copies.

Right to Modify or Amend Your Information. If You believe that the PHI we maintain pertaining to You is inaccurate or incomplete, You may ask us, through a written request, to amend the information. At the time You make the request, You must include the reason for the requested amendment. We cannot delete or destroy any PHI already included in Your medical record. We may deny Your request if You ask us to amend information that: (i) we did not create (unless the person or entity that created the information is not available to make the amendment); (ii) is not part of the designated record set that we maintain; (iii) is not part of the information you are permitted by law to inspect and copy; or (iv) is accurate and complete. If we deny your request for an amendment, we will give you a written explanation for the denial. If you disagree with the provided explanation for the denial, you can submit your written reason for disagreement to us at the contact information provided above. In the alternative, You can ask that Your request for amendment and explanation of the denial, or an accurate summary of such information, be included in any future disclosure of the pertinent PHI or designated record set. If you submit a statement of disagreement to us, we may include a rebuttal statement addressing your statement of disagreement in the designated record set.

Right to Accounting of Disclosures. You have the right to ask us to produce a list or "accounting" of the disclosures we have made with Your PHI. We are not required to list all disclosures, such as: (i) those you have authorized; (ii) disclosures made for treatment, payment, health care operations; (iii) disclosures to person(s) involved in your healthcare; (iv) disclosures incident to a use or disclosure that is otherwise permitted or required by law; and (v) disclosures made for national security or intelligence purposes. To obtain an

accounting of disclosures, You must submit a written request to us at the contact information above and provide the time period for which you are requesting the accounting of disclosures. The first list requested within a 12-month period shall be provided at no cost. Additional requests during the same 12-month time period will require payment of a charge for costs incurred in compiling and providing the list of disclosures.

Right to Request Restrictions: You have the right to request a restriction or limit on how we use or disclose your PHI. You must be specific in making your request for restriction. You may also request that we not disclose your protected health information to family members or friends who may be involved in your care or for notification purposes. To request restrictions, you must submit a written request to the contact information provided above. In your written request, you must identify the specific restriction(s) requested and identify how you want the restriction applied and who that restriction is to apply to. It is important to understand that we are not required to agree to any of your requested restrictions. If we deny your request for a restriction, we will notify you of that denial. If we agree to the restriction, we may not use or disclose your PHI in violation of that restriction unless it is needed to provide you with emergency treatment. Under certain circumstances, we may revoke our agreement to a restriction. We are not required to comply with your request, except when you request that we restrict disclosure of your health information to a health plan for a health care item or service for which you have paid out-of-pocket in full and the disclosure is for the purpose of carrying out payment or health care operations, and not otherwise required by law.

Right to Request Confidential Communications. You have the right to request, in writing, that we contact you about medical issues in a certain way, such as by mail, or at alternative locations. You must specify how or where you want to be contacted and we will try to accommodate all reasonable requests.

Right to a Copy of This Notice: You have the right to obtain a paper or electronic copy of this notice upon request, even if You have agreed to receive the notice electronically. To obtain a copy of this notice, submit a written request to the contact information provided above.

NOTICE OF MATERIAL MODIFICATIONS OR CHANGES TO OUR PRIVACY POLICY

We may make modifications or changes to this Privacy Policy from time to time. We will take steps to make you aware that the Policy has been changed. You will be notified of modifications and changes to the Privacy Policy through a change in the Date of Last Revision at the top of the first page of this Privacy Policy. You should always check the Date of Last Revision at the top of this Privacy Policy prior to using the Site, App, or Services. By continuing to use the Site, App, or Services after the Date of Last Revision, you are agreeing on behalf of yourself, your minor child and/or any person or entity for whom you are acting, to the terms of the revised Privacy Policy with all such modifications and/or changes, and that you understand that the revised Privacy Policy will supersede and replace any prior version of the Policy.

PRIVACY POLICIES OF LINKED SITES

Rove Nutrition is not responsible for the privacy practices, security, or the content of any websites or applications that are linked to the Site or the App. If you have any questions about

how these other websites or applications use your information, you should review their policies and contact them directly.

YOUR WRITTEN AUTHORIZATION RIGHTS

Certain uses or disclosures of your, your minor child, and/or any other person for whom you are acting's personal information, including PHI, may require your specific written authorization. You agree that your Authorization for the Release of PHI may be effectuated by use of your electronic signature to the fullest extent not prohibited by applicable law. If you change your mind after authorizing such a use or disclosure, you may submit a written revocation of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you notified Rove Nutrition of your decision to revoke your authorization.

COMPLAINTS OR QUESTIONS ABOUT OUR PRIVACY POLICY

If You have any questions, comments, or complaints regarding Your privacy rights or concern that Your privacy rights may have been violated, contact Rove Nutrition, in writing, at:

Rove Nutrition LLC
270 Sylvan Ave, Suite 2260
Englewood Cliffs, N.J. 07632
Phone: 833.663.7683
Email:support@rovenutrition.com

You will not be penalized or otherwise retaliated against for filing a complaint. To protect your privacy and security, we will also take reasonable steps to verify your identity before responding to your concerns.



ROVE NUTRITION LLC

NOTICE OF PRIVACY PRACTICES

This Notice of Privacy Practices (“**Notice**”) is provided to you pursuant to the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act and regulations implemented thereunder (collectively, “**HIPAA**”). This Notice is designed to inform you of how we may, under federal law, use your protected health information.

I. OUR PLEDGE TO PROTECT YOUR PRIVACY

We understand that health information about you is personal, and we are committed to protecting the privacy of your information. As a patient who is utilizing the Rove Nutrition dietician and nutrition counseling telehealth services, we maintain a record of the care you receive in a healthcare record known as the Designated Record Set so that we may provide you with quality care and to comply with various legal requirements. This Notice applies to the records of your care provided by Rove Nutrition LLC. (“**Rove Nutrition**”).

We are required by law to:

- Maintain the privacy of your protected health information;
- Give you this Notice of Privacy Practices explaining our legal duties and our privacy practices with respect to your protected health information;
- Notify you if you are affected by a breach of unsecured protected health information; and
- Follow the terms of the Notice of Privacy Practices that is currently in effect.

II. WHO WILL FOLLOW THIS NOTICE

The following people or groups will comply with this Notice:

- Rove Nutrition, including all staff members; and
- Any third parties who we have contracted with for the provision of services as permitted under applicable laws and regulations.

III. HOW WE MAY USE AND DISCLOSE YOUR PROTECTED HEALTH INFORMATION

- **For Treatment.** We may use or disclose your protected health information to provide you with health care services or to assist those who are providing, coordinating, or managing your care. This applies to any disclosures made for treatment purposes to healthcare providers upon your direction and with written authorization from you to do so.
- **For Payment.** We may use or disclose your protected health information to create billings and obtain payment for our Services from insurance companies and other payers. This may include providing information such as symptoms, progress in treatment and diagnosis of conditions. *Example:* Your health information may be released to your health insurance company to obtain payment for provision of the Services.
- **For Health Care Operations.** We may use your protected health information for uses necessary to conduct and

improve our healthcare business, such as to conduct quality assessment activities, train and license staff, and to prepare for legal and regulatory reviews, *Example:* We may use your health information to conduct internal audits, to verify proper billing procedures, or we may contact you for feedback regarding our Services in order to improve our Services.

- **To Business Associates.** We may share your protected health information with vendors and third parties, referred to as “Business Associates” under HIPAA, who provide services to or on behalf of Rove Nutrition.
- **Appointment Reminders, Treatment Alternatives, etc.** We may use your protected health information to contact you to remind you about appointments, to discuss your treatment, or to advise you on treatment alternatives.
- **Health-Related Benefits and Services.** We may use your protected health information to advise you of health-related benefits and Services provided by us that may be of interest to you, including educational lectures, special events and support groups.
- **Individuals Involved in Your Care or Payment for Your Care.** Unless you tell us you object, we may use or disclose your protected health information to notify a friend, family member, or legal guardian who is involved in your care or who helps pay for your care.
- **As Required by Law.** We will disclose your protected health information when required by applicable federal, state, or local law. *Example:* Federal law may require that your health information be released to a health oversight agency, regulatory authority, or pursuant to an order issued by a court of law.
- **Public Health and Safety.** We may, consistent with applicable law and standards of ethical conduct, use and/or disclose your protected health information if we believe, in good faith, that such use or disclosure is necessary to prevent or reduce a serious and imminent threat to the health and safety of a person or the public and the disclosure is made to an individual or entity that is reasonably able to prevent or lessen the believed threat.
- **Health Oversight Agencies.** We may use or disclose your protected health information to a health oversight agency as authorized by law for activity including audits, civil or criminal investigations, legal or regulatory proceedings, investigations, or action, licensure or disciplinary actions, and such other activities necessary to permit oversight of healthcare practices, programs or as otherwise authorized by law.
- **Lawsuits/Disputes.** If you are involved in a lawsuit or legal dispute, we may disclose your protected health information pursuant to a court/administrative order, or subpoena as expressly authorized by the issued order. When this situation arises, we will seek to contact you and advise you of our need to disclose your information pursuant to the order of the relevant tribunal to provide you the opportunity to obtain a protective order to protect the release and use of your protected health information.
- **Workers’ Compensation.** We may disclose your protected health information as authorized by and in compliance with workers compensation laws or similar programs as authorized or required by law.
- **Law Enforcement Activities.** We may be required to disclose your protected health information to law enforcement officials under certain circumstances and as required by law. For example, we may release your protected health information to law enforcement officials in response to a valid court order, subpoena, or search warrant.

IV. OTHER USES AND DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION

Except as described in this Notice of Privacy Practices, Rove Nutrition will not use or disclose your protected health information without your specific written authorization to permit such release. We will obtain your written authorization for use of your protected health information for: (i) purposes of furthering research; (ii) purposes including marketing or advertising, as defined by HIPAA; and (iii) disclosures that constitute a sale of PHI, as defined by HIPAA. If you authorize us to use or disclose your protected health information for another purpose, you may revoke your authorization, in writing, at any time. Your revocation will be effective upon receipt and Rove Nutrition will no longer be allowed to use or disclose your protected health information for the purposes described in the authorization except to the extent that Rove Nutrition had already taken action based upon the past authorization.

V. YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION

You have the rights, described below, regarding the protected health information that we maintain about you. You must submit a written request, at the contact information provided herein, to exercise any of these rights.

- **Right to Inspect/Obtain a Copy:** Pursuant to federal law, you generally have the right to inspect and receive a copy of your protected health information, as maintained by Rove Nutrition in the designated record set and used to make decisions about your care. This right does not apply to psychotherapy notes, information compiled in reasonable anticipation of legal proceedings, and certain other information. We may charge you a reasonable sum to cover the costs of copying, postage and/or preparation of a records summary. We may deny your request for some or all of the requested information in certain circumstances. In the event that we deny your request for some or all of your protected health information, you may request that a licensed healthcare professional, chosen by us, review our denial of access. In the event that the chosen licensed healthcare professional determines that there should not have been a denial of access to all or some of your protected health information, we agree to comply with their decision.
- **Right to Amend your Information:** If you believe the protected health information we maintain in the designated record set pertaining to you is inaccurate or incomplete, you may, in writing, request we amend your information along with a statement explaining the reason such an amendment is necessary. We cannot delete or destroy any of the protected health information included in your designated record set, which was provided to us by other healthcare professionals. We may deny your request if you ask to amend information that: (i) we did not create (unless the person or entity that created the information is not available to make the amendment); (ii) is not part of the designated record set we maintain; (iii) is not part of the information you are permitted by law to inspect and copy; or (iv) is accurate and complete. If we deny your request for an amendment, we will give you a written explanation for the denial. If you still disagree with the explanation provided, you have the right to file a statement of disagreement to be maintained with your protected health information. If we disagree with your statement of disagreement, we may choose to rebut your statement and we will provide you with a copy of our rebuttal statement that will also be maintained with your statement of disagreement. You can ask that your request for amendment and explanation of the denial, or an accurate summary of such information, be included in any future disclosure of your protected health information or designated record set.
- **Right to Accounting of Disclosures:** You have the right to ask for a list or “accounting” of disclosures we have made of your protected health information. We are not required to list all disclosures, such as: (i) those you have authorized; (ii) disclosures made for treatment, payment, or health care operations; (iii) disclosures to person(s) involved in your healthcare; (iv) disclosures incident to a use or disclosure that is otherwise permitted or required by law; and (v) disclosures made for national security or intelligence purposes. To obtain an accounting of disclosures you must submit a written request including the date range for which disclosures are being requested. The first accounting requested within a 12-month period shall be provided at no cost. Additional requests during the same 12-month time period will require payment of the costs incurred in compiling and providing the additional accounting of disclosures.
- **Right to Request Restrictions:** You have the right to request restrictions or limit how we may use or disclose your protected health information or certain parts of your protected health information. You may also request that we not disclose your protected health information to your family members or friends including those who may be involved in your care. To request restrictions in our use or disclosure of your protected health information you must submit your request in writing and identify the specific restrictions you are requesting as well as the names of individuals or entities to whom the restriction would apply. We are not required to comply with your request, except when you request that we restrict disclosure of your health information to a health plan for a health care item or service for which you have paid out-of-pocket in full and the intended disclosure is for the purpose of carrying out payment or health care operations, and not otherwise required by law. If we deny your request for restrictions, we will notify you of our denial. If we agree to your request for restrictions, we will not use or disclose your protected health information in violation of the requested restriction unless we are required to do so due to emergency circumstances. Under certain circumstances, we may choose to terminate our agreement with all or some of the restrictions.

- **Right to Request Confidential Communications:** You have the right to request, in writing, that you receive communications involving your protected health information in certain ways or methods, by alternative means of communication, and/or directed to alternative locations. We will accommodate all reasonable requests and will not require any explanation for the request.
- **Right to Receive a Copy of This Notice:** Upon your written request, we will provide you with a copy, in hard copy or digital form, of this Notice of Privacy Practices. notice upon request, even if you have agreed to receive the notice electronically.
- **Right to Complain:** You have the right to complain to us or any governmental or regulatory authority if you believe your privacy rights have been violated without any fear of retaliation by Rove Nutrition.

VI. CHANGES TO OUR PRIVACY PRACTICES

We reserve the right to change our privacy practices and update this Notice accordingly. We reserve the right to make the revised or changed Notice effective for all your health information, even if it was created prior to the change in the Notice. Revised Notices will be posted and available on our website at: <https://Rove Nutritionhealth.com/privacy-policy.html>

VII. CONTACT FOR REQUESTS OR COMPLAINTS

To exercise any of the above rights or to If you want to file a complaint or express concerns regarding Rove Nutrition's use or disclosure of your protected health information, please contact Rove Nutrition at:

Rove Nutrition LLC
270 Sylvan Ave, Suite 2260
Englewood Cliffs, N.J. 07632
Phone: 833.663.7683
Email: support@rovenutrition.com

If you believe any of your privacy rights have been violated, you may file a written complaint with the U.S. Department of Health and Human Services – Office for Civil Rights at:

HHS-OCR
200 Independence Avenue S.W.
Room 509F, HHH Building
Washington, D.C. 20201
1-877-696-6775
www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html

VIII. EFFECTIVE DATE

This Notice of Privacy Practices is effective as of January 20, 2024.