

Website Privacy Policy

Effective Date: June 2025

Website Privacy Policy

WellSpace Health (“WSH”) is committed to protecting the privacy of its patients, families, donors, and visitors. This website should not be used as a substitute for medical advice from a physician or healthcare professional. Healthcare information obtained from this website could be misinterpreted or inappropriate for your condition. If you have a question about your health, we urge you to consult a physician or other healthcare professional directly.

Please read this policy carefully. By continuing to use this website, you are acknowledging and agreeing to all of the practices described herein, as well as our website [\[Terms and Conditions for Use\]](#).

WellSpace Health assumes no responsibility for how the information obtained from its website is used or interpreted. WSH will not intentionally share the contents of any electronic communications with a third-party entity. The only exception will be the administration and maintenance of electronic donations, which is explained in the “Donations and Fundraising” section below.

WSH cannot provide any assurances that the contents of your electronic communications will not become known or accessible to third-parties, due to the nature of electronic communications. THE INTERNET IS NOT SECURE. WE HIGHLY RECOMMEND AND ADVISE YOU NOT TO PROVIDE ANY CONFIDENTIAL OR SENSITIVE INFORMATION OVER THE INTERNET. IF YOU CHOOSE TO DO SO, IT IS AT YOUR OWN RISK! ANY UNLAWFUL OR CRIMINAL CONTENT PROVIDED WILL BE SUBJECT TO LAW ENFORCEMENT REVIEW.

Information Collection, Use, and Disclosure

WSH obtains information voluntarily from online visitors to fulfill online requests and to inform them of programs and events. WSH will take reasonable steps to protect the integrity and confidentiality of personally identifiable information collected through this website. Any information collected voluntarily from our website visitors will be used to develop or improve our programs and services. It will not be sold to any third-party marketing companies. However, we may use certain tracking technologies and pixels as described below in the section titled “How We Use Cookies, Pixels and other Tracking Technologies,” which may collect some types of personally identifiable information.

We may collect the following types of information from our website visitors:

- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs, and other communication data, including your IP address, the date and time you accessed or left the website, and which pages you viewed.
- Information that you provide directly to us by filling in forms on our website, such as your name, e-mail address, and telephone number.
- Information necessary to process an application for employment or volunteer opportunities such as your name, email address, past employment, address, telephone number, birthday, gender, education, and an emergency contact.

- Information to donate to a charitable organization, such as credit card information. All credit card information is securely stored in our third-party system for refund purposes and monthly recurring donations, if applicable.
- Information provided if you fill out a survey or questionnaire such as email address and open feedback.
- Information provided to us when you communicate with us for any reason.

By submitting a telephone number to WellSpace Health, you agree that a representative of WellSpace Health, or a third party acting on our behalf, can contact you at the number you provide, potentially using automated technology (including texts/SMS messaging) or a pre-recorded message. Your consent is not an obligation to receive any of our services.

In order to provide you with timely, efficient service, information you provide may be transferred internally within WSH to the appropriate department or authorized staff member to fulfill your request.

All personally identifiable information collected and aggregated for survey purposes will be de-identified and screened before it is shared with third-parties or shared under an appropriate agreement to protect privacy. WSH may disclose personally identifiable information if required to do so by a court order or to support business transactions such as mergers or reorganizations.

Please refer to our **Notice of Privacy Practices** for additional information relating to Health Insurance Portability and Accountability Act (HIPAA) and our collection, use and disclosure of Protected Health Information (PHI)

We do not collect or transmit Protected Health Information (PHI) through this public website. All PHI is exchanged only through WellSpace Health's secure, HIPAA-compliant patient portal.

HIPAA-Compliant Patient Portal Access

To access your medical information, request appointments, or contact your provider, use our secure HIPAA-compliant patient portal. This is the only approved method for exchanging PHI with WellSpace Health. Portal use is governed by OCHIN's MyChart Terms and Conditions, which users must review and accept when accessing their personal health record.

E-mail

WellSpace Health collects email addresses voluntarily submitted by our online visitors and from authorized third-party vendors. Those email addresses are stored within various email distribution lists so WSH can periodically send out newsletters, brochures, fundraising communications, and surveys. You may opt-out of these communications by using the unsubscribe link on the email.

If you email WSH, your message will be forwarded to the appropriate department.

DO NOT USE THIS WEBSITE OR EMAIL FOR MEDICAL EMERGENCY SERVICES. CALL 911 OR YOUR LOCAL EMERGENCY ASSISTANCE NUMBER.

WSH emails containing sensitive or personal health information will be secured through encryption. For questions, please contact the Privacy and Compliance Office.

Third-Party Website Links

Where appropriate, links to third-party websites are provided as a convenience. These Third-Party Websites may be co-branded, meaning that they display the WellSpace Health logo and the logo of the Third-Party vendor but they are owned and controlled by the Third Party. WSH is not responsible for the privacy practices, availability, accuracy, or content of websites not owned or operated by WSH. We encourage visitors to read the privacy statements of any third-party websites they visit. Unless we specifically advise you otherwise, links to Third Party Websites do not constitute or imply endorsement by WSH. WellSpace Health does not receive payment or other remuneration in exchange for you linking to or using any Third-Party website.

How We Use Cookies, Pixels and Other Tracking Technologies

WellSpace Health (“WSH”) uses cookies, tracking pixels, and similar technologies to enhance user experience, optimize website performance, and support outreach, advertising, and fundraising efforts. A cookie is a small text file placed on your device’s hard drive, either for the duration of your website visit (session cookies) or until a later expiration date (persistent cookies), depending on your browser settings. These technologies help present content in the most effective way for your device, remember preferences, improve website functionality, monitor usage patterns, and compile aggregated statistics. Some cookies are strictly necessary for website functionality and cannot be disabled, while others—such as performance, functional, security, or advertising cookies—may be managed through your browser settings.

WSH categorizes cookies as follows: (1) **Strictly Necessary Cookies**, which support core functionality and do not store personal data; (2) **Functional Cookies**, which remember user preferences; (3) **Performance Cookies**, which anonymously track usage for site improvement; (4) **Security Cookies**, which help detect malicious activity; (5) **Tracking and Performance Cookies**, which analyze website usage and referral data in aggregate form; and (6) **Targeting and Advertising Cookies**, which may be used by advertising partners to personalize content based on your browser or device.

WSH may also partner with third-party service providers—including, but not limited to, Google, and Amazon—who may place cookies or pixels on your device to assist in traffic analysis, campaign measurement, behavioral targeting, and digital strategy optimization. These technologies may collect information such as pages visited, time spent on site, referring URLs, browser and device type, IP address, and operating system details. In some cases, this information may be unique or linked to you.

Tracking pixels embedded in our web pages and marketing emails further support retargeting and behavioral analytics. You can manage or restrict the use of cookies and pixels via browser settings, privacy tools, and services such as:

- [Digital Advertising Alliance \(DAA\) WebChoices Tool](#)
- [Google Ads Settings](#)
- [Federal Trade Commission \(FTC\) Guidance](#)

Note that these preferences are browser- and device-specific and may require reapplication if cookies are cleared or settings are reset. While our site can still be accessed without enabling cookies, doing so may limit

the functionality of certain features. WSH does not use flash cookies and is not responsible for the accuracy or reliability of third-party opt-out tools. To learn more about interest-based advertising, visit the [Network Advertising Initiative's \("NAI"\) educational page](#).

Donations and Fundraising

This website provides the option for users to make online donations or register for fundraising events. To complete these transactions, you may be asked to provide personal and payment information. All donation pages are encrypted and processed through a secure third-party payment system to protect your information.

If you have any questions regarding your online donation, please contact the WellSpace Health Public Affairs Office.

Security

We use commercially suitable physical, electronic, and managerial safeguards to secure information. However, no internet transmission is completely secure, and we cannot guarantee absolute protection of your data. Use of this site is at your own risk.

Phishing Scam Awareness

Phishing is a technique used by online thieves to try to get you to disclose your personally identifiable information under false pretenses. Phishing scams begin with email messages that appear to come from popular websites or websites that you trust. These messages may include logos similar to your bank or credit card company's logos. If you get an email message asking for personally identifiable information, do not reply or click on the link in the message.

WSH will never request personal, health, or financial information by email. Do not respond to suspicious emails or provide any sensitive data through email communications. Contact the WSH Privacy Office at 916.469.4690 x 9039 if you suspect phishing.

Additional tips and resources about protecting yourself online can be found within [the OnGuardOnline website](#).

Children's Privacy

This website is not designed for children under 13. WSH does not knowingly collect personal information from children under 13 without verified consent from a parent or legal guardian. WSH encourages parents and guardians to spend time online with their children, so they can monitor their child's online activities.

Policy Modifications

WSH may change this policy at any time. Any material changes will be posted on this website. Please review the policy periodically to stay informed of any updates.

Copyright and Trademark

All content on this website is the exclusive property of WellSpace Health (“WSH”) unless otherwise noted and is protected under applicable United States copyright laws. WellSpace Health’s service marks include, but are not limited to, “WELLSPACE HEALTH,” the WellSpace Health logo, and other official program names or slogans associated with our services. Trademarks, service marks, or logos belonging to other organizations and displayed on this website are the property of their respective owners.

Website visitors may print or download content from this site for **personal, non-commercial use only**. The contents of this website may not be distributed, modified, reproduced, republished, uploaded, posted, or transmitted in any form, in whole or in part, without prior written permission from WellSpace Health. Requests for permission may be directed to: PAO@wellspacehealth.org.

In accordance with the Digital Millennium Copyright Act (DMCA), 17 U.S.C. § 512, WellSpace Health is registered as a Service Provider with the United States Copyright Office. Allegations of copyright infringement occurring on the WSH website or within WSH digital services should be reported to the WSH Privacy and Compliance Office at Compliance@wellspacehealth.org.

To comply with the DMCA, your written notification must include the following:

- A physical or electronic signature of the copyright owner or a person authorized to act on their behalf
 - A clear description of the copyrighted work that you claim has been infringed
 - A description of the infringing material and information reasonably sufficient to locate the material on our website
 - Your contact information, including your full name, address, telephone number, and email address
 - A statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law
 - A statement that the information in your notice is accurate, and under penalty of perjury, that you are authorized to act on behalf of the copyright owner
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How to Contact Us

Any questions or complaints regarding this Website Privacy Policy or WellSpace Health’s privacy practices should be directed to the Privacy and Compliance Office at 916-469-4690 x9039 or by email at compliance@wellspacehealth.org.