

# Privacy Policy

**Effective Date:** March 1, 2026

UnityCare Hospitalists (“we,” “our,” or “us”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains what data we collect, how we use it, and your rights regarding that information.

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## 1. Information We Collect

We may collect the following types of information:

- **Personal Information:** such as name, phone number, email address, mailing address, and other identifying details provided through forms, member communications, or appointment requests.
- **Health Information:** when you share medical or health-related details with our staff or through our systems as part of your care management.
- **Technical Information:** including IP addresses, browser type, and usage data collected via cookies and analytics tools.

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## 2. How We Use Personal Information

We use collected information to:

- Provide care management services to specific populations of focus.
  - Communicate with you about appointments, member resources, or updates.
  - Send reminders, or service notifications (including SMS messages, if you have opted in).
  - Improve our website and operations.
  - Comply with legal, billing, and regulatory obligations.
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### 3. SMS Consent and Terms & Conditions

If you choose to receive SMS/text messages from UnityCare Hospitalists, we will use your mobile number only for purposes related to your care management, updates, or communication preferences.

**SMS consent is not shared with third parties or affiliates.**

Your consent to receive SMS communications applies solely to UnityCare Hospitalists and will never be sold, rented, or transferred.

- Standard messaging disclosures:
  - Messaging frequency may vary.
  - Message and data rates may apply.

You may opt out of SMS communications at any time by replying **STOP** to any message.

### 4. Sharing of Personal Information

We may share limited information only as necessary:

- **With service providers** who assist in operations such as coordinating member care, or communications, under strict confidentiality agreements.
- **With enhanced care management affiliates** involved in your care, when required by law or medical necessity.
- **For legal compliance** when required by subpoena, court order, or applicable law.

We **do not** sell or share personal information for marketing purposes.

### 5. Data Security

We employ administrative, physical, and technical safeguards to protect your information against unauthorized access, alteration, or disclosure.

## 6. Your Rights

You may:

- Access or request corrections to your personal data.
- Withdraw SMS or email consent.
- Request deletion of non-medical data, where permitted by law.

## 7. Cookies and Analytics

Our website may use cookies and analytics tools to understand usage and improve performance. You can adjust your browser settings to refuse some or all cookies.

## 8. Updates to This Policy

We may modify this Privacy Policy periodically. Updates will be posted to this page with a new effective date.

## 9. Accessibility and ADA Compliance

UnityCare Hospitalists is committed to digital accessibility for all visitors. We continuously improve the user experience for everyone and apply relevant accessibility standards in line with the **Americans with Disabilities Act (ADA)** and **WCAG 2.1 AA** guidelines.

If you experience difficulty accessing any part of our website or require information in an alternative format, please contact us using one of the following methods:

- **Email:** ecm@unity-care.com
- **Phone:** (661) 310-2732
- **Mailing Address:** 2323 16<sup>th</sup> Street, Suite 201, Bakersfield, California 93301

We will make reasonable efforts to ensure that the content you seek is accessible and available in a format that meets your needs.

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## **10. Contact Us**

For questions about this Privacy Policy or your data rights, please contact:

### **UnityCare Hospitalists**

Email: [ecm@unity-care.com](mailto:ecm@unity-care.com)

Phone: (661) 310-2732

Address: 2323 16<sup>th</sup> Street, Suite 201, Bakersfield, California 93301

If you believe your privacy rights have been violated, you may file a complaint:

- **To UnityCare Hospitalists Privacy Officer, or**
- **To the U.S. Department of Health and Human Services, Office for Civil Rights (OCR):**  
200 Independence Avenue SW, Washington, DC 20201  
Telephone: 1-800-368-1019  
Website: [hhs.gov](https://www.hhs.gov)