



Samaritan Fund Program Privacy Policy

Effective Date: July 1, 2025

1. Introduction

The Samaritan Fund Program ("we," "us," or "our") is committed to protecting the privacy and security of your personal and health information. This Privacy Policy describes how we collect, use, share, and safeguard your information when you interact with us, donate to our program, or receive assistance.

2. Information We Collect

We may collect and process the following types of information:

- Personal Information: Name, contact information (email, address, phone number), demographic information, and donation details.
- Health Information: Medical conditions, treatment history, billing information, insurance details, and other data necessary to assess eligibility for assistance - this may include information protected by the Health Insurance Portability and Accountability Act (HIPAA).
- Technical Information: IP address, browser type, device identifiers, and usage data when you visit our website.

3. How We Collect Your Information

Communications Monitoring

Purpose:

The policy outlines the use, monitoring, and recording of employee communications, including text messages and phone calls, conducted through company-provided systems and devices. It is designed to ensure transparency, maintain service quality, and comply with applicable laws and regulations.

-Text Messaging

Employees may use text messaging for business-related communications with customers, vendors, and colleagues. All messages sent or received using company systems or devices are considered company property.

-Monitoring

Text messages may be monitored and archived for Quality assurance, Compliance with company policies, Legal and regulatory requirements

-Call Recording:

To ensure high-quality service, training, and compliance, Samaritan Fund Program may record telephone calls, particularly those involving customer service representatives.

-Notification

Employees and external parties will be notified at the beginning of a call if it is being recorded. This may be done via an automated message or verbal notice.

4. How We Use Your Information

We use your information to:

- Evaluate and process applications for financial assistance.
- Administer and coordinate payments to healthcare providers.
- Apply for funding and demonstrate need to our Samaritan sponsors and funding partners.
- Communicate with you regarding your application, support, donations, or other inquiries.
- Comply with applicable laws, including HIPAA requirements.
- Improve our programs, services, and website.
- Send updates or fundraising communications (you may opt out at any time).

5. How We Share Your Information

We may share your information with:

- Healthcare Providers: To process payments and coordinate care.
- Sponsors and Funding Partners: To apply for and secure funding in support of our mission, which may include sharing non-identifying or aggregated information, or limited personal and health information as necessary and permitted by law.
- Service Providers: Trusted vendors who help us operate our website, process donations, and provide technical support.
- Legal and Regulatory Authorities: When required to comply with applicable laws and regulations, including HIPAA.

We do not sell or rent your personal information.

6. HIPAA Compliance

When handling protected health information (PHI), we comply with applicable provisions of HIPAA. We maintain administrative, technical, and physical safeguards to protect PHI against unauthorized access, use, or disclosure.

7. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to improve user experience and analyze site usage. You can manage cookie preferences through your browser settings.

8. Data Security

We implement reasonable safeguards to protect your personal and health information, including encryption, secure storage, and restricted access protocols. All monitored data, including text messages and call recordings, are protected with appropriate technical and organizational safeguards to prevent unauthorized access, disclosure, or misuse.

9. Data Retention

We retain personal and health information as long as necessary to fulfill our program's purposes and comply with legal obligations. All Text and Recordings are stored securely and retained in accordance with our data retention policy. Access is limited to authorized personnel for legitimate business purposes.

10. Your Rights

Depending on applicable law, you may have rights to:

- Access and receive a copy of your information.
- Request corrections or updates.
- Request deletion where permitted by law.
- Limit certain uses and disclosures under HIPAA.
- Opt out of marketing communications.

To exercise these rights, please contact us using the information below.

11. Children's Privacy

We do not knowingly collect personal information directly from children under 13 without appropriate parental or guardian consent. If you believe we have collected such information, please contact us immediately.

12. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the updated policy on our website with a new effective date.

13. Contact Us

If you have any questions or concerns about this Privacy Policy or your information, please contact us at:

Samaritan Fund Program

3121 21st Street

Metairie, Louisiana 70002

Email: service@samaritanfundprogram.com

Phone: 866-764-9290