General Privacy Policy
Effective Date: 03/01/2004
Last Updated: 10/01/2025

1. Introduction
Canton Physical Therapy ("we," "our," or "us") respects your privacy and is committed to protecting your personal and health information. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our facility, use our services, or interact with us online or offline.

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2. Information We Collect
We may collect the following types of information from you:
a. Personal Information
- Name, address, phone number, and email address
- Date of birth and emergency contact information
- Insurance and billing details

b. Health Information (Protected Health Information or PHI)
- Medical history, diagnosis, treatment plans, and progress notes
- Physician referrals and prescriptions
- Information related to your therapy sessions and outcomes

c. Technical and Usage Information (if applicable for online services)
- IP address, browser type, and device information
- Information collected through our website or patient portal (such as appointment scheduling or contact forms)

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3. How We Use Your Information
We use your information to:
- Provide and coordinate physical therapy and related health services
- Communicate with you regarding your care, appointments, and billing
- Process insurance claims and payments
- Improve the quality and effectiveness of our services
- Comply with legal and regulatory requirements

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4. How We Share Your Information
We may share your information in the following situations:
- **With healthcare providers:** To coordinate your treatment or referrals
- **With insurance companies:** For billing and payment purposes
- **With business associates:** Who perform services on our behalf (e.g., billing, IT, transcription) under confidentiality agreements
- **When required by law:** To comply with federal or state regulations, court orders, or public health reporting

We do **not** sell or rent your personal information to third parties.

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5. How We Protect Your Information

We use administrative, technical, and physical safeguards to protect your information from unauthorized access, disclosure, or misuse. These include secure electronic health records, staff training, and restricted access to personal and medical information.

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6. Your Rights

Depending on applicable law (including HIPAA if you are in the U.S.), you have the right to:

- Access and obtain a copy of your medical records
- Request corrections to inaccurate or incomplete information
- Request restrictions on certain uses or disclosures
- Receive an accounting of disclosures
- Request confidential communications (e.g., alternative contact methods)

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

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7. Data Retention

We retain your health and personal information for as long as required by law or as needed to provide our services and comply with our legal obligations.

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8. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted in our office and, if applicable, on our website with an updated "Effective Date."

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9. Contact Us

If you have questions or concerns about this Privacy Policy or your privacy rights, please contact:

Canton Physical Therapy, Winsted Office
Address: 140 Willow St, Suite 3
Phone: (860) 738-5810
Email: hello@cantonpt.com
Attention: Privacy Officer