

## HIPAA privacy policy

The MILE Technologies, Inc. – HIPAA Joint Privacy Notice describes how medical information about you will not be used or disclosed. Please review it carefully.

### Introduction

This Joint Notice is being provided to you on behalf of MILE Technologies, Inc. and the contractors with IT privileges that work at the MTI with respect to services provided at the MTI facilities (collectively referred to herein as “We” or “Our”). We understand that your medical information is private and confidential. Further, we are required by law to maintain the privacy of “protected health information.” “Protected health information” or “PHI” includes any individually identifiable information that we obtain from you or others that relates to your past, present or future physical or mental health, the IT services you have received, or payment for your IT services. We will not share, collect or record protected health information with anyone to carry out repairs, payment or IT services operations relating to the services to be rendered at the MTI facilities. Facilities is defined as anywhere MTI personnel or third-party representatives of MTI perform work in association with your company.

As required by law, this notice provides you with information about your rights and our legal duties and privacy practices with respect to the privacy of PHI. This notice also discusses the uses and disclosures we will make of your PHI. We must comply with the provisions of this notice as currently in effect, although we reserve the right to change the terms of this notice from time to time and to make the revised notice effective for all PHI we access or may have access to. You can always request a written copy of our most current privacy notice from the main office at the MTI.

### Permitted Uses and Disclosures

We do not use or disclose your PHI for purposes of repairs, payment and IT service operations.

IT service operations means the support functions of the MTI, related to repairs and payment, such as quality assurance activities, IT repairs, case management, receiving and responding to client comments and complaints, client reviews, compliance programs, audits, business planning, development, management and administrative activities. For example, we will not use your PHI to evaluate the performance of our staff when caring for you. We will not disclose PHI for any purposes.

### Other Uses and Disclosures of Protected Health Information

We may contact you to provide appointment reminders for repairs or IT support.

We may contact you to tell you about or recommend possible repairs alternatives or other related services that may be of interest to you.

We will not use or disclose your PHI to notify, or assist in the sharing of information with any another person not authorized to have such information. If you are able, we will give you an opportunity to object to these disclosures, and we will not make these disclosures if you object.

We will use or disclose PHI about you when required to do so by applicable law.

IT Activities. We may disclose PHI to federal or state agencies that oversee our activities (e.g., providing IT services, seeking payment, and civil rights).

Lawsuits and Disputes. If you are involved in a lawsuit or a dispute, we may disclose PHI subject to certain limitations. Since we do not collect PHI, we have nothing to share.

Law Enforcement. We may release health information if asked to do so by a law enforcement official. In response to a court order, subpoena, warrant, summons or similar process;  
To identify or locate a suspect, fugitive, material witness, or missing person;  
About the victim of a crime under certain limited circumstances;  
About a death we believe may be the result of criminal conduct;  
About criminal conduct on our premises; or  
In emergency circumstances, to report a crime, the location of the crime or the victims, or the identity, description or location of the person who committed the crime. Since we do not collect PHI, we have nothing to share.

National Security and Intelligence Activities. We may release PHI about you to authorized federal officials for intelligence, counter-intelligence, other national security activities authorized by law or to authorized federal officials so they may provide protection to the President or foreign heads of state.  
Inmates. If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release PHI about you to the correctional institution or law enforcement official. This release would be necessary (1) to provide you with IT services; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.  
Serious Threats. As permitted by applicable law and standards of ethical conduct, we will not use and disclose PHI if we, in good faith, believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public or is necessary for law enforcement authorities to identify or apprehend an individual. Since we do not collect PHI, we have nothing to share.

#### Your Rights

1. You have the right to request restrictions on our uses and disclosures of PHI for repairs, payment and IT services operations. However, we are not required to agree to your request. We are, however, required to comply with your request if it relates to a disclosure to your health plan regarding IT services items or services for which you have paid the bill in full. To request a restriction, you may make your request in writing to the MTI Management. Since we do not collect PHI, we have nothing to share.
2. You have the right to reasonably request to receive confidential communications of your PHI by alternative means or at alternative locations. To make such a request, you may submit your request in writing to the IT Management. Since we do not collect PHI, we have nothing to share.
3. You have the right to inspect or obtain a copy of the PHI contained in our MTI records, except:
  - (i) for information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding;
  - (ii) for PHI involving laboratory tests when your access is restricted by law;
  - (iii) if you are a prison inmate, and access would jeopardize your health, safety, security, custody, or rehabilitation or that of other inmates, any officer, employee, or other person at the correctional institution or person responsible for transporting you;
  - (iv) if we obtained or created PHI as part of a research study, your access to the PHI may be restricted for as long as the research is in progress, provided that you agreed to the temporary denial of access when consenting to participate in the research;

(v) for PHI contained in records kept by a federal agency or contractor when your access is restricted by law; and

(vi) for PHI obtained from someone other than us under a promise of confidentiality when the access requested would be reasonably likely to reveal the source of the information.

In order to inspect or obtain a copy your PHI, you may submit your request in writing to the IT Management. If you request a copy, we may charge you a fee for the costs of copying and mailing your records, as well as other costs associated with your request. Since we do not collect PHI, we have nothing to share.

We may also deny a request for access to PHI under certain circumstances if there is a potential for harm to yourself or others. If we deny a request for access for this purpose, you have the right to have our denial reviewed in accordance with the requirements of applicable law. Since we do not collect PHI, we have nothing to share.

4. You have the right to request an amendment to your PHI but we may deny your request for amendment if we determine that the PHI or record that is the subject of the request:

(i) was not created by us, unless you provide a reasonable basis to believe that the originator of PHI is no longer available to act on the requested amendment;

(ii) is not part of your medical or billing records or other records used to make decisions about you;

(iii) is not available for inspection as set forth above; or

(iv) is accurate and complete.

In any event, any agreed upon amendment will be included as an addition to, and not a replacement of, already existing records. In order to request an amendment to your health information, you must submit your request in writing to the IT Management (Medical Records) at our MTI, along with a description of the reason for your request. Since we do not collect PHI, we have nothing to share.

5. You have the right to receive an accounting of disclosures of PHI made by us to individuals or entities other than to you for the six years prior to your request, except for disclosures:

(i) to carry out repairs, payment and IT services operations as provided above;

(ii) incidental to a use or disclosure otherwise permitted or required by applicable law;

(iii) pursuant to your written authorization;

(iv) for the MTI's directory or to persons involved in your care or for other notification purposes as provided by law;

(v) for national security or intelligence purposes as provided by law;

(vi) to correctional institutions or law enforcement officials as provided by law;

(vii) as part of a limited data set as provided by law

To request an accounting of disclosures of your PHI, you must submit your request in writing to the IT Management at our MTI. Since we do not collect PHI, we have nothing to share.

6. You have the right to receive a notification, in the event that there is a breach of your unsecured PHI, which requires notification under the Privacy Rule.

#### COMPLAINTS

If you believe that your privacy rights have been violated, you should immediately contact the MTI Privacy Officer at (713) 783-6453. We will not take action against you for filing a complaint. You also may file a complaint with the Secretary of the U. S. Department of Health and Human Services.

#### CONTACT PERSON

If you have any questions or would like further information about this notice, please contact the MTI Privacy Officer at (713) 783-6453.

Louis Lopez  
IT Management  
MTI Privacy Officer  
(713) 783-6453

This notice is effective as of May 8, 2023.