



Mile High Psychiatry, Corporate Offices
14221 East 4th Avenue 2-126
Aurora, CO 80011
Phone: 855 675-1751

THIS WEBSITE PRIVACY POLICY DOES NOT APPLY TO YOUR PROTECTED HEALTH INFORMATION COVERED BY THE HIPAA PRIVACY RULE. FOR INFORMATION ON MILE HIGH PSYCHIATRY'S PRIVACY PRACTICES FOR YOUR PHI, PLEASE REFER TO THE [NOTICE OF PRIVACY PRACTICES](#)

Website Privacy Policy

Welcome to the official website of Mile High Psychiatry LLC (www.milehighpsychiatry.com). Our website is primarily managed, operated, and hosted by Levo Health, our trusted third-party marketing agency. This privacy policy is designed to provide you with an understanding of how we collect, use, and share information gathered through our website.

By accessing or using our website, you indicate your consent to the collection, use, and sharing of your information as outlined in this policy. If you do not agree with the terms of this policy, please refrain from using our website.

At Mile High Psychiatry, we are dedicated to safeguarding your privacy and maintaining the confidentiality of your personal information. This policy explains the types of information we collect, how we utilize it, and the measures we implement to protect your data.

Information Collection and Usage

The information we collect from patients is used for scheduling appointments, providing services, conducting research and trend analysis, and enhancing operations. We may also use non-identifying and aggregate information for website design improvements and to share with partners or publish in academic journals.

Cookies and Usage Data

- Mile High Psychiatry uses cookies and similar technologies to track the usage of the website and address security issues. We may also use cookies to store your preferences relating to the use of our website.
- We may gather and analyze information regarding usage of our website, including domain name, the number of hits, the pages visited, previous/subsequent sites visited, and length of the user session. This information may be gathered by using cookies.
- A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet, phablet, cell phone or other electronic device (referred to here as a "device") browser from a website's computer and is stored on your device's hard drive.

Service Data

- At Mile High Psychiatry, we value your privacy and strive to provide you with the best services tailored to your needs. To ensure effective communication and personalized

assistance, we may request certain information from you. This information includes but is not limited to your name, telephone number, and email address.

- We may use this information, referred to as "Service Data," to keep you informed about our services, share newsletters, provide marketing or promotional materials, and offer other relevant information that we believe may be beneficial to you. However, we respect your preferences and provide you with the ability to opt out of receiving such communications at any time. You can simply click on the unsubscribe link or follow the provided opt-out instructions in any communication you receive from Mile High Psychiatry.

Supporting Data

- While inquiring about or receiving services from Mile High Psychiatry we will collect any information you provide to us. This data includes but is not limited to electronic communications with MHP representatives, audio data from recorded calls, and responses to forms and/or surveys.
- Supporting Data may be used to provide you with services and take prompt action based on your valuable feedback and any concerns you may have.

Health Data

- Please see our Notice of Privacy Practices for detailed information regarding your health data

Information Disclosure

Mile High Psychiatry may need to disclose your information to third parties for various reasons. We handle these disclosures with care and transparency.

Disclosures for Legal Purposes.

- Under certain circumstances, Mile High Psychiatry LLC may disclose your Personal Data if required to do so by law or in response to subpoenas, warrants, court orders, or other legal processes.
- We may also disclose your information to protect our rights, defend against legal claims, investigate potential illegal activities, prevent fraud, ensure safety, or comply with your request for the provision of services through a third-party intermediary.

Service Providers

- To enhance our services and analyze the usage of our Site, we may engage the expertise of third-party companies and individuals. These entities assist us in performing Site-related services and tasks. They are authorized to access your Personal Data solely for the purpose of carrying out these activities on our behalf and are obligated to uphold strict confidentiality and refrain from disclosing or using the information for any other purposes.



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- Please note that any information collected by third-party services is subject to their respective privacy policies.

Links to Third Party Websites and Platforms

- While navigating our Site, you may encounter links to external websites that are not operated by Mile High Psychiatry. We encourage you to review the privacy policies of these third-party sites, as we have no control and assume no responsibility over the content, privacy practices, or policies of any third-party sites or services.

Other Disclosures with Your Consent

- In certain cases not covered elsewhere in this Policy, we may seek your consent to share your information with unaffiliated third parties. We value your privacy and will always obtain your explicit permission before proceeding with such disclosures.

Data Security

At Mile High Psychiatry, we prioritize the security and protection of your information. We have implemented measures to safeguard your data from unauthorized access, use, or disclosure. Our commitment to data security includes physical, electronic, and procedural safeguards.

To ensure the privacy and integrity of your information, our employees undergo regular training on privacy and security procedures. We also conduct routine risk privacy assessments to identify and address any vulnerabilities.

While we take significant measures to protect your data, it is important to note that no method of transmission over the Internet or method of electronic storage is entirely secure. While we strive for the highest level of security, we cannot guarantee absolute protection against all risks. If you believe that your interaction with us is no longer secure or if you encounter any issues, please promptly notify us by contacting us through the details provided in the "Contact Us" section below.

Your Privacy Rights

At Mile High Psychiatry, we recognize that your privacy is your personal right, and we are committed to ensuring that you understand and can exercise your privacy rights effectively.

Opting-Out of Communications

- Instructions for opting out of our newsletters, promotional emails, and promotional text messages are included in each communication. Additionally, you can contact us through the information provided in the "Contact Us" section below to opt out of marketing communications.
- Please note that even if you choose to opt out of receiving marketing communications, we may still need to contact you regarding non-marketing-related matters such as



appointment reminders, notifications, account information, and other transactional messages.

Access Your Personal Data

- You have the right to request access to your Personal Data held by us. To exercise this right, please contact us using the address provided below. If required by applicable laws, we will provide you with reasonable access to your Personal Data. In some cases, we may also be obligated to provide your Personal Data in a portable format.
- For identity verification purposes, we may ask you to provide certain information such as your name, the date of your last appointment, or the email address associated with your account. We may also request a signed declaration to confirm your identity. This process is necessary to protect the security and privacy of your Personal Data.

Delete Your Personal Data

- If you wish to have your Personal Data deleted from our records, please contact us using the address provided below. While we will comply with your request if required by applicable law, please note that certain circumstances may prevent us from deleting your Personal Data. These circumstances may include legal obligations, dispute resolution, contract enforcement, or other legitimate business purposes.
- We may need to verify your identity before proceeding with the deletion request. This may involve a phone call or email exchange. To confirm your identity, we may ask for details such as your name, the date of your last therapy session, or the email address associated with your account. Additionally, we may require a signed declaration to authenticate your identity.

Retention of Data

We will retain your Personal Data only for the duration necessary to fulfill the purposes outlined in this Privacy Policy. Your Personal Data will be retained and used to the extent required to comply with our legal obligations, such as retaining data to adhere to applicable laws, resolving disputes, and enforcing our contractual agreements and policies. Additionally, we may retain Usage Data for internal analysis purposes. Usage Data is typically retained for a shorter duration unless it is necessary to enhance the security or functionality of our services, or if we have a legal obligation to retain such data for an extended period.

Changes to our Privacy Policy

Our Privacy Policy may undergo updates periodically. We will inform you of any changes by posting the revised Privacy Policy on this page. Prior to the revised Privacy Policy taking effect, we will notify you through email and/or a prominent notice on our service. The "Last Updated and Effective Date" at the top of this Privacy Policy will be modified accordingly. We recommend reviewing this Privacy Policy regularly to stay informed of any changes. Any modifications to this Privacy Policy will become effective upon their posting on this page.



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Contact Information

Emergency Contact: In case of a medical or psychiatric emergency, please call 911 or proceed to the nearest hospital.

For non-urgent matters, you can contact us via voicemail at (720) 507-4779 or through our website's contact form. Please provide your name, phone number, reason for calling, and the best time to contact you. We strive to respond to non-urgent matters within 24 business hours.