

Privacy Policy

Okapi Care Network

Last Updated: December 2024

Okapi Health, Inc. ("Okapi," "we," "us," or "our") operates the Okapi Care Network platform, including okapicarenetwork.com and related mobile applications and services (collectively, the "Platform"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Platform.

The Platform provides services to connect families seeking care ("Care Seekers"), Adult Family Home owners and operators ("AFH Owners" or "Care Providers"), healthcare facilities and discharge planners ("Healthcare Partners"), and caregivers seeking training ("Learners"). This Privacy Policy applies to all users of our Platform.

By using the Platform, you consent to the collection, storage, use, and disclosure of your information as described in this Privacy Policy.

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1. Information We Collect

A. Information You Provide Directly

i. Registration Information

When you create an account, we collect:

- Full name
- Email address
- Phone number
- Password (encrypted)
- Account type (Care Seeker, AFH Owner, Healthcare Partner, or Learner)

ii. AFH Owner Information

If you are an AFH Owner claiming or managing a listing, we collect:

- DSHS license number
- Facility address and contact information
- Services offered and specialties
- Bed availability and pricing
- Photos and descriptions of your facility

- Staff credentials and training certifications
- Payment and billing information

iii. Care Seeker Information

If you are seeking care for yourself or a loved one, we collect:

- Care recipient information (name, age, relationship to you)
- Care needs and preferences
- Location preferences
- Budget range
- Health information you choose to share
- Insurance or payment source information

iv. Healthcare Partner Information

If you represent a hospital, clinic, or healthcare facility, we collect:

- Organization name and address
- Your role and department
- Professional credentials
- Patient discharge and referral information

v. Okapi Academy Learner Information

If you enroll in training courses through Okapi Academy, we collect:

- Course enrollment and completion data
- Assessment scores and certifications earned
- Continuing education credits
- Employment information (if linking credentials to an AFH)

vi. Transport Booking Information

If you book non-emergency medical transportation through our Platform, we collect:

- Pickup and dropoff locations
- Passenger mobility needs
- Appointment information
- Payment method (Medicaid, private pay, insurance)

B. Information Collected Automatically

When you use the Platform, we automatically collect:

- Device information (type, operating system, unique identifiers)
- IP address and approximate location
- Browser type and settings
- Pages viewed, features used, and actions taken
- Search queries and filter selections
- Date and time of visits
- Referring website or source

C. Information from Third Parties

We receive information from:

- **Washington State DSHS:** Public records about licensed Adult Family Homes, including license status, inspection history, violations, and provider information
- **Verification Services:** Identity verification results from services like Stripe Identity
- **Background Check Providers:** Results of background checks you authorize
- **Transport Providers:** Trip status and completion information from NEMT providers

- **Google APIs:** Location data, Street View images, and Places information

2. How We Use Your Information

We use the information we collect to:

A. Provide and Improve Our Services

- Create and manage your account
- Display AFH listings and match Care Seekers with appropriate facilities
- Process listing claims and verify AFH ownership
- Facilitate communication between users
- Process payments and subscriptions
- Coordinate transport bookings
- Deliver training courses and track certifications
- Analyze usage patterns to improve the Platform

B. Safety and Compliance

- Verify user identities and AFH ownership claims
- Display DSHS compliance information to help families make informed decisions
- Detect and prevent fraud, abuse, and unauthorized access
- Comply with legal obligations and respond to legal requests
- Enforce our Terms of Use and other policies

C. Communications

- Send account-related notifications (verification, password resets, etc.)
- Notify you of inquiries, bookings, and messages from other users
- Send marketing communications (with your consent)
- Provide customer support

3. How We Share Your Information

A. With Other Platform Users

- **AFH Listings:** Information you include in your AFH listing (facility name, address, services, photos, availability, pricing) is visible to Care Seekers and Healthcare Partners searching the Platform.
- **Reviews and Ratings:** Reviews you post about transport providers or other services are visible to other users.
- **Contact Information:** Depending on your subscription level, your phone number and email may be visible to other users or shared through our inquiry system.
- **Staff Credentials:** If you link Okapi Academy certifications to an AFH listing, those credentials may be displayed to Care Seekers.

B. With Service Providers

We share information with third-party vendors who help us operate the Platform, including:

- Payment processors (Stripe)
- Identity verification services
- Cloud hosting providers
- Email and SMS delivery services

- Analytics providers
- Customer support tools

C. With Transport Providers

When you book transportation through the Platform, we share necessary trip information with the selected NEMT provider, including pickup/dropoff locations, passenger mobility needs, and contact information.

D. With Healthcare Partners

If you are an AFH Owner with a Premium subscription, your facility information may be displayed to hospital discharge planners and case managers using our Healthcare Partner portal to facilitate patient placement.

E. As Required by Law

We may disclose your information when required by law, court order, governmental regulation, or when we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

F. Business Transfers

If Okapi is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will notify you of any such change.

4. DSHS Data and Public Records

The Platform displays publicly available information from the Washington State Department of Social and Health Services (DSHS) regarding licensed Adult Family Homes. This includes:

- License number and status
- Provider name and facility address
- Licensed bed capacity
- Specialties and populations served
- Inspection history and violation records
- Enforcement actions

This information is public record and is displayed to help families make informed care decisions. We update this information regularly but cannot guarantee real-time accuracy. Users should verify current licensing status directly with DSHS.

AFH Owners may claim their listings and add additional information (photos, descriptions, availability) but cannot modify DSHS-sourced compliance data.

5. Verification and Background Checks

A. Identity Verification

When AFH Owners claim a listing, we verify their identity and ownership through methods including phone number matching against DSHS records, identity document verification (via Stripe Identity), and name matching. By claiming a listing, you authorize us to perform these verification checks.

B. Background Checks

We may offer or require background checks for certain users. If you authorize a background check, you consent to the collection of your personal information for that purpose and the sharing of results with relevant parties (such as Healthcare Partners considering referrals). Background checks are conducted by third-party consumer reporting agencies and are subject to the Fair Credit Reporting Act (FCRA).

IMPORTANT: Background checks are not 100% accurate, may not capture an individual's entire history, and cannot guarantee safety. Users should conduct their own due diligence.

6. Your Privacy Rights and Choices

A. Access and Correction

You can access and update most of your account information through your account settings. You may request a copy of your personal information or ask us to correct inaccuracies by contacting us.

B. Deletion

You may request deletion of your account and personal information. Note that we may retain certain information as required by law, for legitimate business purposes, or to complete transactions you initiated. DSHS-sourced public record information will remain on listings even if you delete your account.

C. Communication Preferences

You can opt out of marketing emails by clicking "unsubscribe" in any marketing email or adjusting your account settings. You cannot opt out of transactional emails related to your account or services you've requested.

D. Cookies and Tracking

You can control cookies through your browser settings. Note that disabling cookies may affect Platform functionality. We honor Do Not Track signals where technically feasible.

E. California Residents

California residents have additional rights under the California Consumer Privacy Act (CCPA), including the right to know what personal information we collect, request deletion, and opt out of the "sale" of personal information. We do not sell personal information as defined by the CCPA. To exercise your rights, contact us using the information below.

F. Washington Residents

Washington residents have rights under the Washington My Health My Data Act and other applicable laws. You may request access to, correction of, or deletion of your health-related information by contacting us.

7. Data Security and Retention

A. Security Measures

We implement industry-standard security measures to protect your information, including encryption of data in transit and at rest, secure server infrastructure, access controls, and regular security assessments. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

B. Data Retention

We retain your personal information for as long as your account is active or as needed to provide you services, comply with legal obligations, resolve disputes, and enforce our agreements. When you close your account, we will delete or anonymize your personal information within a reasonable timeframe, except where retention is required by law.

8. Children's Privacy

The Platform is not intended for individuals under 18 years of age. We do not knowingly collect personal information from children. If we learn we have collected information from a child under 18, we will delete it promptly. If you believe we have collected information from a child, please contact us.

9. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy on the Platform with a new "Last Updated" date and, where required by law, by email. Your continued use of the Platform after changes are posted constitutes acceptance of the updated policy.

10. Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, contact us at:

Okapi Health, Inc.

Attn: Privacy Team

Email: privacy@okapicarenetwork.com

Washington State

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