



Notice of Privacy Practices

Goodwill Industries of Greater Grand Rapids

Effective Date: June 27, 2025

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Our Commitment to Your Privacy

Goodwill Industries of Greater Grand Rapids ("Goodwill") is committed to protecting your personal health information (PHI). We are required by law to maintain the privacy of your PHI and to provide you with this notice of our legal duties and privacy practices.

How We May Use and Disclose Your Health Information

We may use and disclose your PHI without your written permission for the following purposes:

- Treatment: To provide, coordinate, or manage your care.
- Payment: To bill and collect payment for services provided.
- Healthcare Operations: For internal operations such as quality assessment, training, and compliance.

Other Uses and Disclosures

We may also use or disclose your PHI in the following situations:

- When required by law
- For public health activities
- For human services operations as necessary to run the mission services of the organization
- For health oversight activities
- In response to legal proceedings
- To law enforcement under certain conditions
- To avert a serious threat to health or safety

Other uses and disclosures not described in this notice will be made only with your written authorization.

Your Rights Regarding Your Health Information

You have the right to:

- Request restrictions on certain uses and disclosures
- Receive confidential communications
- Inspect and copy your PHI
- Request an amendment to your PHI
- Receive an accounting of disclosures
- Obtain a paper copy of this notice

Changes to This Notice

We reserve the right to change this notice and make the new notice effective for all PHI we maintain. The revised notice will be posted at our facilities on our website, and will be made available to you upon request.

Breach Notification Requirements

In the event unsecured protected information about you is compromised, we will notify you of the situation. We will also advise you of any steps you should take to protect yourself against potential harm due to the breach. We will also inform HHS and take any other steps to reduce further risk, including those as required by law.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services. You will not be penalized for filing a complaint.

Contact Information

For more information or to file a complaint, contact:

Privacy Officer: Amanda Merrill

Goodwill Industries of Greater Grand Rapids

3035 Prairie St SW, Grandville, MI 49418

Phone: (616) 588-2218

Email: compliance@goodwillgr.org

Website: www.goodwillgr.org