

Restore Lab Privacy Policy



Effective Date: February 10, 2026

Business Name: Restore Lab, LLC

Location: 11008 Telephone Road, Cheyenne, WY 82009

Phone: 307-365-9971

Email: info@restorelabllc.com

Website: restorelabllc.com

Restore Lab respects your privacy and is committed to protecting your personal information and health information. This Privacy Policy explains how Restore Lab collects, uses, maintains, protects, and discloses information when you visit our website, schedule an appointment, complete intake forms, communicate with us, purchase services, or receive services from Restore Lab.

Restore Lab provides self-pay recovery, rehabilitation-support, and wellness services, including SoftWave Therapy, Red Light Therapy, Compression Therapy, wellness recovery services, and PT-led screening or guidance where appropriate. Restore Lab does not bill insurance, Medicare, Medicaid, workers' compensation, or other third-party payers.

Please read this Privacy Policy carefully. By using our website, booking services, submitting forms, communicating with us, or receiving services from Restore Lab, you acknowledge the practices described in this Privacy Policy.

1. Scope of This Policy

This Privacy Policy applies to information collected through:

- Our website
- Jane, our practice-management platform
- Online scheduling and booking tools
- Electronic intake forms
- Electronic medical record systems
- Client portal functions
- Email, phone, voicemail, and other communications
- In-person appointments
- Payment processing systems
- Client records and service documentation
- Other services, forms, or technology tools used by Restore Lab

This Privacy Policy is intended to describe both general website privacy practices and health-information privacy practices.

If Restore Lab is required to comply with the Health Insurance Portability and Accountability Act of 1996, commonly known as HIPAA, or chooses to follow HIPAA-level safeguards, certain health information may also be protected as Protected Health Information, also known as PHI.

This Privacy Policy is not intended to replace any HIPAA Notice of Privacy Practices that Restore Lab may be required to provide. If HIPAA applies and a separate Notice of Privacy Practices is required, that notice will describe your HIPAA rights in more detail. If there is a conflict between this Privacy Policy

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and a required HIPAA Notice of Privacy Practices regarding PHI, the HIPAA Notice of Privacy Practices will control.

2. Use of Jane for Scheduling, Records, Forms, and Payments

Restore Lab uses Jane, a third-party practice-management platform, to support scheduling, online booking, intake forms, client records, documentation, payment workflows, appointment reminders, and related practice operations.

Information you submit through Jane may include personal information, appointment information, health history, intake responses, consent forms, treatment notes, payment records, package or membership information, and communications related to services provided by Restore Lab.

Restore Lab remains responsible for how client information is collected, used, maintained, and disclosed in connection with our services. Jane supports Restore Lab as a technology vendor and service provider.

If Restore Lab is subject to HIPAA, Restore Lab will seek to maintain an appropriate Business Associate Agreement with Jane before using Jane to create, receive, maintain, or transmit Protected Health Information.

3. Information We Collect

Restore Lab may collect personal, health, scheduling, payment, and technical information from you.

Personal Information

We may collect information such as:

- Name
- Date of birth
- Address
- Email address
- Phone number
- Emergency contact information
- Preferred communication method
- Appointment history
- Account or portal information

Health and Service Information

Because Restore Lab provides recovery, rehabilitation-support, and wellness services, we may collect health-related information, including:

- Medical history
- Current symptoms
- Pain location and severity

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- Injury history
- Surgeries or procedures
- Medications
- Allergies
- Medical conditions
- Implants or implanted devices
- Pregnancy status, when relevant
- Contraindication screening responses
- Functional goals
- Activity level
- Provider notes
- Treatment plans
- Session notes
- Progress information
- Consent forms
- Communications related to care or services

Payment Information

We may collect payment-related information such as:

- Payment method
- Transaction amount
- Date of payment
- Services purchased
- Package, bundle, or membership purchases
- Receipts
- Billing address
- Payment status

Credit card and debit card payments may be processed through Jane Payments and/or third-party payment processors. Restore Lab does not intentionally store full credit card numbers outside secure payment-processing systems.

Website and Technical Information

When you visit our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Device type
- Pages visited
- Date and time of visit

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- Referral source
- General location information
- Cookies or similar tracking technologies
- Website performance and usage data

This information helps us operate, improve, and secure our website.

4. How We Collect Information

We may collect information directly from you when you:

- Visit our website
- Schedule an appointment through Jane or another approved scheduling method
- Complete online or paper forms
- Complete Jane intake forms
- Sign consent forms
- Communicate with us
- Purchase services
- Participate in a consultation or session
- Use the Jane client portal or booking platform
- Request information
- Subscribe to updates, if offered

We may also receive information from third-party vendors that support our operations, such as Jane, payment processors, email providers, website hosts, analytics tools, professional advisors, or other service providers.

5. How We Use Your Information

Restore Lab may use your information to:

- Schedule and manage appointments
- Determine whether a service may be appropriate for you
- Conduct screening and intake
- Provide SoftWave Therapy, Red Light Therapy, Compression Therapy, and related services
- Document services provided
- Maintain client records in Jane
- Communicate with you about appointments, forms, services, payment, and follow-up
- Send appointment confirmations and reminders
- Process payments
- Provide receipts
- Manage packages, bundles, or memberships
- Respond to questions or requests

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- Improve our services and website
- Support internal business operations
- Comply with legal, regulatory, professional, or safety obligations
- Protect the rights, safety, and security of Restore Lab, our clients, and others

6. Jane Client Portal and Online Forms

Restore Lab may use Jane's online forms, client portal, and booking tools to collect and maintain client information.

When available, clients should use Jane's secure forms or portal for health-related information rather than sending sensitive medical information by standard email or text message.

Clients are responsible for maintaining the confidentiality of their own login credentials and for notifying Restore Lab if they believe their account access has been compromised.

Restore Lab may use Jane's available tools to manage forms, records, appointment history, client communication, payment status, and service documentation.

7. Self-Pay and No Insurance Billing

Restore Lab is a self-pay business. We do not bill health insurance, Medicare, Medicaid, workers' compensation, or other third-party payers.

Because we do not bill insurance, we generally do not disclose your information to health plans for payment. If you pay for a service out-of-pocket in full and request that information about that service not be shared with a health plan for payment or health care operations, Restore Lab will honor that request unless disclosure is required by law.

You are responsible for deciding whether to submit any receipt, superbill, payment record, or service documentation to an insurance plan, health savings account, flexible spending account, employer benefit plan, or other third party. If you choose to submit information to a third party, that third party's privacy practices will apply.

8. HIPAA and Protected Health Information

Certain health information maintained by Restore Lab may be protected under HIPAA if Restore Lab is a HIPAA-covered entity or is otherwise required to comply with HIPAA.

Protected Health Information, or PHI, generally means individually identifiable health information that relates to your health, health care, or payment for health care and is maintained or transmitted in a covered format.

Restore Lab is committed to protecting health information and using reasonable administrative, physical, and technical safeguards to protect client records.

If HIPAA applies, Restore Lab will use and disclose PHI only as permitted or required by law, including for treatment, payment, health care operations, with your authorization, or as otherwise legally permitted.

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If HIPAA does not legally apply to a particular service or record, Restore Lab intends to use reasonable privacy and security safeguards appropriate for sensitive health-related information.

9. Business Associates, Service Providers, and Vendors

Restore Lab may use vendors and service providers to support scheduling, electronic medical records, intake forms, payment processing, website hosting, email communication, analytics, bookkeeping, legal support, technology support, and business operations.

Jane is Restore Lab's primary practice-management platform for scheduling, intake forms, documentation, client records, and payment workflows.

If a vendor creates, receives, maintains, or transmits PHI on Restore Lab's behalf and HIPAA applies, Restore Lab will seek an appropriate Business Associate Agreement or other required written agreement with that vendor.

Restore Lab will make reasonable efforts to limit vendor access to the minimum information necessary for the vendor to perform its role.

10. How We May Use or Disclose Health Information

Restore Lab may use or disclose health information for the following purposes.

Treatment and Services

We may use your information to evaluate whether services are appropriate, provide services, document your care, communicate internally, and coordinate your recovery or wellness plan.

For example, we may review your intake form before providing SoftWave Therapy, Red Light Therapy, or Compression Therapy.

Payment

We may use and disclose information to process self-pay transactions, collect payment, issue receipts, manage packages or memberships, and maintain financial records.

Restore Lab does not bill insurance.

Health Care Operations and Business Operations

We may use information for business operations, quality review, scheduling, staff training, documentation, compliance, technology management, bookkeeping, legal review, and service improvement.

Required by Law

We may disclose information when required by federal, state, or local law.

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Safety and Serious Threats

We may disclose information when necessary to prevent or lessen a serious and imminent threat to your health or safety or the health or safety of another person.

Public Health and Legal Purposes

Where permitted or required by law, information may be disclosed for public health activities, abuse or neglect reporting, health oversight activities, law enforcement purposes, judicial or administrative proceedings, or other legally authorized purposes.

Business Associates and Service Providers

We may share information with vendors who help us operate our business, including Jane, payment processors, website hosts, email systems, IT support, accountants, attorneys, consultants, or compliance advisors.

Where required, Restore Lab will seek appropriate agreements with vendors who create, receive, maintain, or transmit protected health information on our behalf.

11. Uses and Disclosures Requiring Your Authorization

Restore Lab will request your written authorization before using or disclosing your health information for purposes that require authorization under applicable law.

Examples may include:

- Marketing that uses your protected health information, when authorization is required
- Sale of protected health information
- Certain testimonial uses
- Use of your image, video, or story for marketing
- Disclosure of records to a third party at your request, when written authorization is required

You may revoke an authorization in writing at any time, except to the extent Restore Lab has already relied on the authorization.

12. Testimonials, Photos, Videos, and Marketing

Restore Lab will not use your name, image, video, testimonial, case example, or identifiable health story in marketing materials without your written permission.

A separate photo, video, testimonial, or marketing authorization may be used for this purpose.

Choosing not to sign a marketing authorization will not affect your ability to receive services from Restore Lab.

13. Communications

Restore Lab may communicate with you about scheduling, reminders, intake forms, service follow-up, billing, receipts, business updates, and administrative matters.

We may communicate by:

- Email
- Phone
- Voicemail
- Jane client portal or Jane communication tools
- Online scheduling platform
- Electronic forms
- Mail
- Other communication methods you authorize or use

Restore Lab currently intends to use email reminders rather than SMS/text reminders. If text messaging is later offered, we may request additional consent or provide available opt-out options.

Please understand that standard email, voicemail, and text messaging may not be fully secure. Do not send highly sensitive health information through unsecured email or text unless you understand and accept the risks.

14. Appointment Reminders and Communications Through Jane

Restore Lab may use Jane to send appointment confirmations, appointment reminders, intake-form requests, receipts, and administrative communications.

Restore Lab currently intends to use email reminders rather than SMS/text reminders.

If SMS/text reminders are later enabled, additional consent may be requested, or clients may be given available opt-out options.

Although Restore Lab will make reasonable efforts to use secure communication methods, standard email may not be fully secure. Clients should avoid sending highly sensitive health information by unsecured email.

15. Email and Online Forms

When you submit information through our website, online forms, booking system, or Jane, the information may be transmitted through third-party platforms.

Restore Lab will make reasonable efforts to use secure systems for appointment scheduling, intake forms, and client records. However, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

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Clients should use Jane forms, Jane portal functions, or other approved methods for health-related information whenever available.

16. Cookies and Website Tracking

Our website may use cookies, analytics tools, pixels, or similar technologies to help the website function, understand visitor activity, improve performance, and support basic marketing or communication efforts.

Cookies are small files stored on your device. You may be able to disable cookies through your browser settings. Some website features may not function properly if cookies are disabled.

Restore Lab should avoid using tracking tools in a way that collects or transmits protected health information without appropriate safeguards and agreements.

Restore Lab should avoid placing tracking tools, pixels, or analytics on Jane booking workflows, intake forms, client portals, or other areas where health information may be entered unless reviewed for privacy compliance.

17. Third-Party Websites and Tools

Our website or communications may contain links to third-party websites, platforms, booking tools, payment processors, social media pages, or other resources.

Our website may link to or embed Jane booking tools. Information entered into Jane's booking tools, forms, or portal is handled through Jane's platform and is subject to Restore Lab's privacy practices and Jane's applicable terms, privacy, and security obligations.

Restore Lab is not responsible for the privacy practices, content, security, or policies of third-party websites or platforms that we do not control.

You should review the privacy policies and terms of any third-party service you use.

18. Jane Payments and Payment Processing

Restore Lab may use Jane Payments and related payment-processing tools to process credit card, debit card, and other electronic payments. Payment processing may involve Jane and/or Jane's payment-processing partners.

Restore Lab may maintain payment records in Jane, including transaction date, service purchased, amount paid, payment status, receipts, packages, memberships, account balances, refunds, and payment history.

Full payment-card information is handled through secure payment-processing systems and is not intentionally stored by Restore Lab outside those systems.

Payment processors may collect and process payment information according to their own privacy and security practices. Restore Lab does not control every aspect of third-party payment processing.

19. Bookkeeping and Accounting

Restore Lab may use accounting systems, bookkeeping tools, banks, payment processors, reports from Jane, or professional advisors to manage financial records.

Financial records may include your name, date of service, amount paid, payment method, service category, package or membership information, and transaction details.

Restore Lab will limit the information shared for bookkeeping purposes to what is reasonably necessary.

20. Data Security

Restore Lab uses reasonable administrative, physical, and technical safeguards to protect information.

These safeguards may include:

- Use of Jane as a practice-management and client-record platform
- Secure EMR or scheduling systems
- Password-protected accounts
- Unique user accounts where available
- Role-based access where available
- Limited access to client records
- Secure payment processing
- Staff privacy training
- Appropriate vendor agreements where required
- Locked or restricted physical records, if paper records are used
- Procedures for responding to suspected privacy or security incidents

No system can be guaranteed to be completely secure. If Restore Lab becomes aware of a privacy or security incident involving your information, we will respond in accordance with applicable law.

21. Jane Account Security and Access Controls

Restore Lab will use reasonable safeguards when using Jane, including appropriate account controls, password protection, user permissions, secure access practices, and limiting access to client information to individuals who need it to perform their role.

Restore Lab will make reasonable efforts to configure Jane in a privacy-conscious manner, including:

- Limiting unnecessary access
- Maintaining appropriate staff permissions
- Using secure forms for health information
- Reviewing account settings periodically
- Using individual user access rather than shared logins where possible

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- Using available activity or audit tools where appropriate
- Promptly removing or changing access when a staff member or contractor no longer needs access

Clients are responsible for protecting their own Jane login credentials, using strong passwords, and notifying Restore Lab if they suspect unauthorized access to their account.

22. Vendor Incidents and Breach Response

If Restore Lab becomes aware of a privacy or security incident involving Jane or any other vendor that may affect client information, Restore Lab will evaluate the incident and respond in accordance with applicable law, contractual obligations, and internal privacy procedures.

Where legally required, Restore Lab will provide notice to affected individuals and/or regulatory authorities.

23. Data Retention

Restore Lab retains records for as long as necessary to provide services, operate the business, comply with legal and professional obligations, resolve disputes, maintain tax and accounting records, and meet applicable record-retention requirements.

Medical or health-related records may be retained in Jane for the period required by applicable law, professional rules, insurance requirements, or business needs.

When information is no longer needed and may legally be deleted or destroyed, Restore Lab will dispose of it in a manner intended to protect confidentiality.

Clients may request deletion or removal of information, but Restore Lab may be required or permitted to retain certain records for legal, professional, tax, compliance, or business reasons.

24. Records Access and Corrections

Client records may be maintained in Jane. Clients may request access to their records, request copies, or request corrections by contacting Restore Lab.

Restore Lab will respond to record requests in accordance with applicable law and may use Jane's available tools to provide records, document requests, or update client information.

Some requests must be submitted in writing. Restore Lab may require identity verification before fulfilling a request.

25. Your Privacy Rights

Depending on applicable law, you may have certain rights regarding your personal information and health information.

These rights may include the right to:

- Request access to your records
- Request a copy of your records
- Request correction or amendment of your records

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- Request restrictions on certain uses or disclosures
- Request confidential communications
- Request an accounting of certain disclosures
- Receive a copy of this Privacy Policy or any applicable Notice of Privacy Practices
- File a complaint if you believe your privacy rights have been violated

Some requests must be submitted in writing. Restore Lab may require identity verification before fulfilling a request.

26. Right to Access Your Records

You may request access to your health records maintained by Restore Lab.

Restore Lab will respond to access requests in accordance with applicable law. In some cases, we may charge a reasonable, lawful fee for copying, mailing, or preparing records.

Certain records may be withheld or limited if permitted by law.

27. Right to Request Corrections

If you believe information in your record is incorrect or incomplete, you may request an amendment.

Restore Lab may approve or deny the request as permitted by law. If a request is denied, you may have the right to submit a written statement of disagreement, which may be included in your record where required.

28. Right to Request Confidential Communications

You may request that Restore Lab contact you in a specific way or at a specific location, such as by email, phone, or mail.

Restore Lab will make reasonable efforts to honor appropriate requests.

29. Right to Request Restrictions

You may request that Restore Lab limit certain uses or disclosures of your information.

Restore Lab is not required to agree to all requested restrictions, except where required by law.

Because Restore Lab is self-pay and does not bill insurance, we generally do not disclose information to health plans for payment. If you pay for a service out-of-pocket in full and request that information about that service not be shared with a health plan for payment or operations, Restore Lab will honor that request unless disclosure is required by law.

30. Right to an Accounting of Disclosures

You may request a list of certain disclosures of your health information.

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This right does not apply to all disclosures. For example, disclosures for treatment, payment, health care operations, disclosures made to you, and disclosures made with your authorization may not be included, depending on applicable law.

31. Right to File a Complaint

If you believe your privacy rights have been violated, you may file a complaint with Restore Lab.

You may also have the right to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights if HIPAA applies.

Restore Lab will not retaliate against you for filing a complaint or exercising your privacy rights.

Complaints to Restore Lab may be submitted to:

Restore Lab, LLC

[Insert Business Address]

Phone: [Insert Phone Number]

Email: info@restorelabwy.com

32. Children and Minors

Restore Lab's services are generally intended for adults unless otherwise approved by Restore Lab and permitted by law.

If services are provided to a minor, a parent or legal guardian may be required to provide consent and complete intake forms. Privacy rights for minors may vary depending on applicable law and the circumstances of care.

33. Social Media

Restore Lab may maintain social media pages or profiles.

Please do not post private health information, appointment details, medical questions, or sensitive personal information on social media. Social media platforms are public or semi-public and are controlled by third parties.

Messages sent through social media may not be secure and may not be appropriate for health-related communications.

34. Marketing Communications

Restore Lab may send general business updates, service announcements, educational information, or promotional communications if you have opted in or if permitted by law.

You may opt out of marketing emails by following the unsubscribe instructions in the email or contacting Restore Lab.

Even if you opt out of marketing communications, we may still send non-marketing communications related to appointments, forms, payment, safety, or services.

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35. Reviews and Public Comments

If you choose to post a public review or comment about Restore Lab, the information you share may be visible to others.

Restore Lab may respond to public reviews in a general way but will not intentionally disclose protected health information in a public response.

Please avoid including private health details in public reviews.

36. Information Sharing

Restore Lab does not sell client health information.

Restore Lab may share personal information or health information only as described in this Privacy Policy, as authorized by you, or as permitted or required by law.

We may share limited information with vendors or service providers who help us run our business. We require appropriate safeguards where required by law.

37. Business Transfers

If Restore Lab is involved in a sale, merger, reorganization, transition, or transfer of business assets, client information may be transferred as part of that transaction, subject to applicable law and confidentiality obligations.

38. State Privacy Laws

Depending on where you live and the type of information involved, state privacy laws may provide additional rights. Restore Lab will comply with applicable federal and state privacy laws.

Because Restore Lab is located in Wyoming, Wyoming law may apply to certain aspects of our records, business practices, and privacy obligations.

39. Changes to This Privacy Policy

Restore Lab may update this Privacy Policy from time to time.

The updated Privacy Policy will be posted on our website with a revised effective date. Your continued use of our website, booking system, forms, or services after updates are posted means you acknowledge the updated Privacy Policy.

For material changes affecting health-information privacy rights, Restore Lab will provide notice as required by applicable law.

40. Contact Information

Questions about this Privacy Policy or privacy practices may be directed to:

Restore Lab, LLC
11008 Telephone Road, Cheyenne, WY 82009

Restore Lab Privacy Policy

Phone: 307-365-9971
info@restorelabllc.com
Website: restorelabllc.com



Email:

41. Important Note

This Privacy Policy is intended to describe Restore Lab's privacy practices in a clear and practical way. It should be reviewed by legal counsel and a qualified HIPAA compliance advisor before publication to confirm that it matches Restore Lab's actual operations, vendors, technology platforms, record-retention obligations, and applicable law.