



Aveanna Healthcare Privacy Policy

Privacy Policy

The Aveanna Healthcare website, at www.aveanna.com (“Website”), is owned and operated by Aveanna Healthcare, LLC and its affiliated companies (“Aveanna,” “we,” “us,” or “our”). Aveanna Healthcare, LLC and its wholly owned subsidiaries and affiliates want you to be familiar with how we collect, use, and disclose information. This Privacy Policy describes our practices in connection with information that we collect offline and through Aveanna websites, services or applications (collectively, “Sites”). The section of this Privacy Policy, titled [Notice for California Residents](#), also encompasses the rights of California Consumers regarding their own Personal Information (as defined below). By accessing, browsing, and/or using our Sites that link to this Privacy Policy, you agree to accept the terms of this Privacy Policy, including the collection, use, and disclosure of your information, as described in this policy. Aveanna does not knowingly sell Personal Information of any kind.

Please Note: For information about how Aveanna Healthcare, LLC and its wholly owned subsidiaries and affiliates may use and disclose medical information about you and your rights under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), please review our HIPAA Notice of Privacy Practices by clicking here: [Aveanna’s HIPAA Notice of Privacy Practices](#).

The Aveanna family of companies includes Aveanna Healthcare, LLC, its wholly-owned subsidiaries and affiliates, any other entity or organization in which Aveanna Healthcare or an affiliate owns a direct or indirect equity interest of greater than 50%, and any other healthcare entity in which an affiliate either manages or controls the day-to-day operations of the entity. Aveanna Healthcare, LLC does not discriminate on the basis of race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, disability, or any other basis prohibited by federal, state, or local law.

Security & Links

At Aveanna, we care about your security and monitor access to Aveanna's systems. However, you should know that no company, including Aveanna, can fully eliminate security risks.

Our Sites may contain links to sites that are not operated by Aveanna. You may be asked by these sites to provide Personal Information or to release information you may have provided on our Sites. You are never required to provide or release this information, and whether you do so is optional and strictly up to you. Please be aware that Aveanna is not responsible for the privacy or security practices of these other sites, nor any adverse consequences that may result from your interaction with such third-party sites. Aveanna has no control or influence over the privacy or security practices of these other sites. This would apply to these sites' use of cookies and other electronically collected data. We encourage you to be cautious when leaving our Sites and to review the privacy statements of each and every site that collects personal identifying information. This Privacy Policy does not apply to information collected through those sites.

Age Requirement

In accordance with the Federal Children's Online Privacy Protection Act of 1998 ("COPPA"), Aveanna will never knowingly request personal identifying information from anyone under the age of 13 without parental consent. When we do receive information (with parent consent) from users under the age of 13, we will not share their personal identifying information with third parties. In accordance with Chapter 20 of the California Consumer Privacy Act Regulations, Aveanna does not sell Personal Information of anyone, including minors under the age of 16. For more information about the California Consumer Privacy Act and the California Consumer Privacy Act Regulations, visit <https://oag.ca.gov/privacy/ccpa>.

Site Usage Information

We may automatically collect information about the use of our Sites through, for example, cookies or IP addresses (as described below). Aveanna may archive log files and use non-personally identifying information in aggregate form to detect errors with

our Sites, identify security issues, and build higher quality, more useful online services by performing statistical analyses of the collective characteristics and behavior of Aveanna users, and measure demographics and interests in connection with specific areas of our Sites.

Cookies are small files that sites place on your hard drive that allow sites to identify you. For example, if you allow a site to remember your login name or password, the site places a cookie on your computer. Cookies cannot read any other information on your hard drive. We may place cookies on your computer to allow us to identify you when you visit or use a Site. We may use cookies to measure site traffic, to offer you certain services, or to customize your visit. However, if you do not wish to receive cookies, or want to be notified when they are placed, your browser may permit you to achieve these results.

Information Collection & Use

Aveanna may collect Personal Information from a variety of different sources, including, but not limited to, on our websites, applications or “apps,” services, through email, in physical locations, through the mail, and/or over the telephone.

Aveanna obtains information from the following categories of sources:

- **Directly from you.** For example, if you apply for a job through our Sites, we may request you fill out a form with information such as your name, address, email address, telephone number, work experience, and other contact information. In some cases, you may have the opportunity to enter any content or information that you choose into our secured forms. Please be advised that you are responsible for such content and the information you enter.
- **Indirectly from you.** For example, from observing your actions on our Sites.
- **Third Parties/Service Providers.** For example, recruiters who submit your information to us for an employment position that may interest you and consumer reporting agencies for employment background checks.

Aveanna does not offer a financial incentive or price or service difference related to the collection or retention of Personal Information. Aveanna does not sell Personal Information. Aveanna retains all Personal Information collected in compliance with all applicable federal, state, and local laws and the respective retention periods prescribed therein.

How We Use Personal Information

We may use or disclose the Personal Information we collect from you or about you to do one or more of the following:

- Manage our business operations and administer our client relationships.
- Address compliance, regulatory, and legal obligations.
- Audit internal processes for proper functioning.
- Evaluate and consider individuals for employment and manage on-boarding procedures.
- Fulfill or meet the purpose for which you provided the information. For example, if you share your name and contact information to apply for a job or become an employee, we will use that Personal Information in connection with your employment or potential employment.
- Contact you and to inform you about benefits or information relating to your employment or potential employment.
- Provide, support, personalize, and develop our Sites and services relating to your employment or potential employment.
- Create, maintain, customize, and secure your information or account with us.
- Process your requests or transactions and prevent transactional fraud.
- Provide relevant marketing materials.
- Provide you with support and to respond to your inquiries, including to investigate and address your concerns, and monitor and improve our responses.

- Enhance and maintain the functionality, safety, security, and integrity of our systems, Sites, services, databases and other technology assets, and business.
- Analyze, develop, and improve our business, including processes, Sites and services.
- Respond to law enforcement requests and as required by applicable laws, court orders, or governmental regulations.
- Evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Aveanna assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding in which Personal Information held by Aveanna about our Consumers is among the assets transferred.
- Contact you or send you information you have requested or that we feel will be of interest to you. We may contact you via phone, email, SMS/text messages, or postal mail. We do not share your Personal Information with third parties except as set forth in this Privacy Policy.

Your Opt-Out Right

You have the right to opt out of receiving special offers, satisfaction surveys, marketing communications, newsletters, or other promotional communications (“Marketing Communications”) from Aveanna, as described below. You may also withdraw your consent by following the steps described in each such communication or by contacting Aveanna’s Privacy Officer at privacy@aveanna.com.

Please note that once we receive your request, it may take an additional period of time for such request to become effective.

As indicated above, Aveanna may use the information you provide to send you information and materials that we think may be of interest to you. If you do not wish to receive any further information or material from us, such as emails, SMS/text messages, or newsletters, you have the right to opt out of such disclosure and the further use of such information. All such material will have information as to how to opt out of receiving it.

To opt out from receiving such information or materials, you can follow the instructions provided within the material to opt out, or you may contact us by:

- Sending a written request to Privacy Officer, Aveanna Healthcare, 400 Interstate North Parkway SE, Suite 1600, Atlanta, Georgia 30339
- Sending an electronic request to: privacy@aveanna.com
- Submitting a verbal request by calling [1-800-408-4442](tel:1-800-408-4442)

Information Sharing & Disclosures

Aveanna does not sell, lease, rent, trade, or otherwise transfer your Personal Information to third parties. Aveanna may disclose your Personal Information when we believe that a disclosure is appropriate, for example, to comply with the law, for a business purpose, to enforce our policies, or to protect our or others' rights, property, or safety.

Disclosures to Third Parties

Aveanna uses third parties (including contractors, vendors, and service providers) to help with certain aspects of our operations and assist us in providing our services, which may require disclosure of your Personal Information to them. For example, Aveanna may use a third party to communicate with you (via telephone, email, mail, or SMS/text messages) about our services, to send information to you, to host the Sites and related databases, and to perform other work that we may choose to outsource. Aveanna requires these third parties to use your Personal Information only as necessary to perform the services they are asked to perform, and these third parties must agree to keep this information confidential.

Non-personally identifiable information may be provided to other parties for marketing, advertising, or other uses.

Disclosures Required to Investigate Complaints or by Law Enforcement

Aveanna may use Personal Information collected or in its possession to contact users in connection with their inappropriate use of our Sites, noncompliance with our terms

and conditions set forth herein, or in connection with a complaint filed about the use of our Sites by another user. Aveanna may disclose your Personal Information to another party, such as law enforcement officials, to comply with legal requirements, court orders, government or law enforcement agency requests; to protect or defend Aveanna; or where we perceive an immediate danger of death or serious physical injury to someone as a result of activity on our Sites. These disclosures may occur under circumstances where we may not be authorized to advise you of such action.

Corporate Family

We may share some or all of your Personal Information with any current or future affiliate (which means a parent company, subsidiary, joint venturer, or other company that controls, is controlled by, or is under common control with Aveanna), in which case we will require the affiliate to honor this Privacy Policy. If another company acquires Aveanna (or a business unit of Aveanna that uses your Personal Information), the Personal Information collected by Aveanna will be transferred to that company, and it will assume the rights and obligations regarding your Personal Information. The new company's Privacy Policy may govern further protection, use, and disclosure of your Personal Information.

Notice For California Residents

This section applies only to "Consumers," which means a natural person who is a California resident as defined by section 17014 of Title 18 of the California Code of Regulations. The California Consumer Privacy Act of 2018 ("CCPA") and the California Privacy Rights Act of 2020 ("CPRA") grant California residents certain additional privacy rights. CCPA and CPRA do not encompass "protected health information" that is governed by HIPAA or "medical information" that is governed by the California Confidentiality of Medical Information Act. Accordingly, our [HIPAA Notice of Privacy Practices](#) generally will govern HIPAA-protected health information. This section, in contrast, will cover Personal Information about California residents who visit our Sites but are not identifiable as patients, and information on California residents that Aveanna collects or receives but is not subject to HIPAA or the California Confidentiality of Medical Information Act. This section applies to information that Aveanna collects from Consumers through Sites, third parties, and information it

receives offline, including hard copy information. This policy does not apply to Aveanna job applicants, contractors, employees, owners, directors, or officers, where the Personal Information relates to their current, former, or potential role at Aveanna. California job applicants, contract workers, and employees may review Aveanna's [Notice for Job Applicants, Contractors, and Employees Residing in California](#) for more information. You can click on the following notices for more information: [Aveanna's California Employee of Record Care Providers](#) and [Aveanna's California Client/Worksite Employers](#).

For future reference, Aveanna's Privacy Policy can always be found by clicking "Privacy Policy" at the bottom of Aveanna's homepage of Aveanna.com, by simply clicking this [Privacy Policy](#) link, or by typing www.aveanna.com/PrivacyPolicy/ into an internet browser's search bar. For any questions regarding this section of the Privacy Policy or about how Consumers may exercise their rights, please contact Aveanna by sending an email to privacy@aveanna.com or calling [1-800-408-4442](tel:1-800-408-4442).

Aveanna has not disclosed to third parties or service providers any Personal Information for monetary or other valuable consideration. Aveanna does not sell or share Personal Information or Sensitive Personal Information as defined by CPRA. Aveanna does not use or disclose sensitive personal information for purposes other than those specified in section 7027, subsection (m) of the CPRA Regulations. Any reference to Service Providers has the definition provided in section 1798.140, subsection (ae) of CPRA. Affiliates means (1) Aveanna and its wholly-owned subsidiaries (2) any other entity or organization in which Aveanna or a subsidiary owns a direct or indirect equity interest of greater than 50% and (3) any other healthcare entity in which an Aveanna subsidiary either manages or controls the day-to-day operations of the entity.

Information We Collect

Under CCPA and CPRA, Personal Information means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. Personal Information does not include de-identified or aggregated consumer information. Aveanna retains all Personal Information collected in compliance with all applicable federal, state, and local laws and the respective retention periods prescribed therein. Aveanna collects the following categories of Personal Information of California Consumers:

Category of Personal Information and Sensitive Personal Information with Examples of Information That May Be Collected	Business Purpose for Which The Category of Personal Information Is Used	Personal Information Was Collected from The Following Categories of Sources	Personal Information Was Disclosed to The Following Categories of Third Parties
<p>A. Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver’s license number, or passport number</p>	<ul style="list-style-type: none"> • To manage our business operations and administer our client relationships. • To provide business services and to respond to inquiries. • To provide relevant marketing to you or your employer. • To address compliance, regulatory, and legal obligations. • To comply with mandatory disclosures and legal claims (to comply with any subpoena, court order, or other legal process or to comply with any regulatory, governmental, or legally binding request). • To promote community or healthcare advocacy. 	<ul style="list-style-type: none"> • Directly from the individual • Agents or professional advisors authorized to disclose data on behalf of the individual • Our affiliates • Operating systems and platforms 	<ul style="list-style-type: none"> • Our affiliates • Service providers where necessary to perform functions on our behalf • Government entities • Operating systems and platforms

Category of Personal Information and Sensitive Personal Information with Examples of Information That May Be Collected	Business Purpose for Which The Category of Personal Information Is Used	Personal Information Was Collected from The Following Categories of Sources	Personal Information Was Disclosed to The Following Categories of Third Parties
<p>B. Characteristics of Protected Classifications under California or Federal Law age, race, national origin, citizenship, religion or creed, marital status, familial status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation for same sex benefits, veteran or military status.</p>	<p>Only as strictly necessary for the purposes identified below:</p> <ul style="list-style-type: none"> • To manage our business operations and administer our client relationships. • To provide business services and to respond to inquiries. • To provide relevant marketing to you or your health care provider. • To address compliance, regulatory, and legal obligations. • To comply with mandatory disclosures and legal claims (to comply with any subpoena, court order, or other legal process or to comply with any regulatory, governmental, or legally binding request). 	<ul style="list-style-type: none"> • Directly from the individual • Our affiliates • Operating systems and platforms 	<ul style="list-style-type: none"> • Our affiliates • Service providers where necessary to perform functions on our behalf • Government entities • Operating systems and platforms

Category of Personal Information and Sensitive Personal Information with Examples of Information That May Be Collected	Business Purpose for Which The Category of Personal Information Is Used	Personal Information Was Collected from The Following Categories of Sources	Personal Information Was Disclosed to The Following Categories of Third Parties
C. Internet or Other Similar Network Activity such as browsing history, search history, and information regarding a consumer’s interaction with an internet website, application, or advertisement.	<ul style="list-style-type: none"> • To make our Sites more intuitive. • To protect the security of our networks, devices, and information. 	<ul style="list-style-type: none"> • Through our sites 	<ul style="list-style-type: none"> • Service providers where necessary to perform functions on our behalf
D. Audio, electronic, visual, thermal, olfactory, or similar information.	<ul style="list-style-type: none"> • To manage our business operations and administer our client relationships. • To provide business services and to respond to inquiries. • To address compliance, regulatory, and legal obligations. • To comply with mandatory disclosures and legal claims (to comply with any subpoena, court order, or other legal process or to comply with any regulatory, governmental, or legally binding request). 	<ul style="list-style-type: none"> • Directly from the individual through our sites 	<ul style="list-style-type: none"> • Our affiliates • Service providers where necessary to perform functions on our behalf • Government entities • Operating systems and platforms

Category of Personal Information and Sensitive Personal Information with Examples of Information That May Be Collected	Business Purpose for Which The Category of Personal Information Is Used	Personal Information Was Collected from The Following Categories of Sources	Personal Information Was Disclosed to The Following Categories of Third Parties
E. Professional or Employment-Related Information such as current or past job history, professional references, membership of professional organizations, professional certifications, or licensure information.	<ul style="list-style-type: none"> • To gather feedback and improve recruiting and retention efforts. 	<ul style="list-style-type: none"> • Directly from the individual 	<ul style="list-style-type: none"> • Service Providers where necessary to perform functions on our behalf

Other Purposes Potentially Applicable to Any Categories of Personal Information Listed Above

Aveanna may also use your Personal Information to facilitate administrative functions, information technology operations, corporate transactions, and for legal reasons. These functions may include:

- To manage litigation and other legal disputes and inquiries involving Aveanna, and to meet legal, compliance, and regulatory requirements;
- In connection with a corporate transaction, sale, or assignment of assets, merger, divestiture, or other changes of control or financial status of Aveanna or any of its subsidiaries or affiliates; and
- To manage licenses, permits and authorizations applicable to Aveanna’s business operations.

In the preceding twelve (12) months, Aveanna has disclosed the following categories of Personal Information for a business purpose:

- A. Identifiers
- B. Characteristics of protected classification under California or federal law
- C. Internet or other similar network activity
- D. Audio, electronic, visual, thermal, olfactory, or similar information.
- E. Professional or Employment-related information

Rights Granted Under CCPA

Under the California Consumer Privacy Act of 2018, Consumers are granted the following rights:

1. Right to Know about Personal Information Collected, Disclosed, or Sold. A

Consumer has the right to request that Aveanna disclose what Personal Information it collects, uses, discloses, and sells. *Aveanna does not sell Personal Information of any kind. Aveanna is not obligated to provide the information required for such requests more than twice in a 12-month period.*

- A Consumer has the right to request to know the following information:
 - The categories of Personal Information collected about a consumer within the preceding 12 months.
 - The categories of sources from which the Personal Information is collected.
 - The business or commercial purpose for collecting or selling Personal Information. *Aveanna uses Personal Information only for business purposes and does not use Personal Information for commercial purposes. Aveanna does not sell Personal Information of any kind.*
 - The categories of third parties to whom Aveanna shares Personal Information.
 - The specific pieces of Personal Information that Aveanna collects about a Consumer.
 - The categories of Personal Information that Aveanna has disclosed about a Consumer for a business purpose in the preceding 12 months.
 - The categories of Personal Information sold about a Consumer in the preceding 12 months and the categories of third parties to whom the

personal information was sold. For each category of Personal Information identified, the categories of third parties to whom the information was disclosed. *Aveanna does not sell Personal Information of any kind.*

- Aveanna, upon receipt of a verifiable request, will provide the requestor the components of information that it holds about the individual requested. For such requests, Aveanna will never provide the requestor the following information: a Consumer's Social Security number, driver's license number or other government-issued identification number, financial account number, any health insurance or medical identification number, an account password, security questions and answers, or unique biometric data generated from measurements or technical analysis of human characteristics.

2. Right to Request Deletion of Personal Information. A Consumer has the right to request the deletion of any of their Personal Information collected by Aveanna.

- Aveanna, upon receipt of a verifiable request, will delete the information it holds about the individual, unless doing so would conflict with federal, state, or local law or an exception under the CCPA applies.

3. Right to Opt Out of the Sale of Personal Information. A Consumer has the right to opt-out of the sale of their Personal Information by a business. *Aveanna does not sell or share Personal Information of any kind as defined by CPRA.*

- A Consumer may request that Aveanna not sell information about the Consumer.

4. Right to Correct Inaccurate Personal Information.

5. Right to Limit the Use and Disclosure of Sensitive Personal Information. Aveanna already limits the use of the Consumer's Sensitive Personal Information to that use which is necessary to perform the services reasonably expected by an average Consumer who requests such services.

6. Right to Non-Discrimination for the Exercise of a Consumer's Privacy Rights. A Consumer has the right to not receive discriminatory treatment for exercising their privacy rights under the CCPA and CPRA. Aveanna may not discriminate against

a Consumer for exercising any of their rights under CCPA and CPRA in any way including, but not limited to:

- Denying goods or services to a Consumer.
- Charging different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties.
- Providing a different level or quality of goods or services to a Consumer.
- Suggesting that a Consumer will receive a different price or rate for goods or services or a different level or quality of goods or services.

How Consumers Can Exercise CCPA and CPRA Rights

Consumers wanting to exercise their rights must submit a **verifiable Consumer request**.

To submit a verifiable Consumer request, you can:

- Send a written request to Privacy Officer, Aveanna Healthcare, 400 Interstate North Parkway SE, Suite 1600, Atlanta, Georgia 30339
- Send an electronic request: [Consumer Privacy Request](#)
- Submit a verbal request by calling [1-800-408-4442](tel:1-800-408-4442)

Before completing a request, Aveanna must verify that the person making the request is the Consumer about whom Aveanna has Personal Information. Consumers may use an Authorized Agent to submit a verifiable request on the Consumer's behalf if the Consumer provides the Authorized Agent written permission signed by the Consumer. Aveanna can deny a request from an individual or entity claiming to be an Authorized Agent that does not provide proof that they have been authorized by the Consumer to act on the Consumer's behalf. An Authorized Agent is a natural person, or a business entity registered with the Secretary of State to conduct business in California that a Consumer has authorized to act on their behalf subject to the requirements set forth in section 999.2326 of the California Consumer Privacy Act Regulations.

Upon receiving a request to exercise rights under CCPA/CPRA, Aveanna will confirm receipt of the request within 10 business days. Aveanna will respond to requests within 45 calendar days of receipt of a request. If necessary, Aveanna may take up to an additional 45 days to respond to a request, for a maximum total of 90 calendar days from the day the request is received. If Aveanna needs additional time to respond to

a request, we will provide the requestor notice and explain why the additional time is needed. Aveanna may request a Consumer to provide additional information for verification purposes. If Aveanna cannot verify a requestor's identity, we may deny your request. Aveanna will provide notice to the requestor if we cannot verify the requestor's identity and comply with the request.

Household requests – Aveanna currently does not collect household data. If any members of a household initiate a request, we will respond as if the request is an individual request.

Other California Privacy Rights

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of sites who are California residents to request certain information regarding our disclosure of Personal Information to third parties for their direct marketing purposes. We do not disclose your Personal Information to third parties for their direct marketing purposes.

Modifications to the Privacy Policy

Aveanna may make changes to the Privacy Policy from time to time. A link to the most current Privacy Policy will be available on Aveanna's home page of Aveanna.com. In the event of significant changes to the Privacy Policy, we may also place a special notice on sites or communicate the changes by email. Your continued use of our Sites following the posting of such changes constitutes your acceptance of any such changes. If you do not agree with this Privacy Policy, or any revised versions thereof, you may not use our Sites.

Comments or Questions

Should you have any questions or concerns regarding Aveanna's Privacy Policy, these terms and conditions, or the practices of our Sites, you may send an email to privacy@aveanna.com or call [1-800-408-4442](tel:1-800-408-4442).

Last Updated: **August 11th, 2023**