

Sirius Care

Privacy Policy

Effective Date: November 20, 2024 • Last Revised: May 2025

Sun Sirius Technologies, LLC (“we,” “our,” or “us”) respects your privacy and is committed to protecting the personal data of all individuals who use Sirius Care. Sirius Care is a comprehensive home health agency management platform that includes a web-based application, mobile application (iOS and Android), APIs, and any related services, tools, or integrations (collectively, the “Platform” or “Services”). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you access or use our Services. By accessing or using any part of the Platform, you agree to the terms of this Privacy Policy.

About Sirius Care and Sun Sirius Technologies

Sirius Care is a software product owned and operated by Sun Sirius Technologies, LLC, a Virginia limited liability company. Sun Sirius Technologies, LLC is the legal entity responsible for the Sirius Care platform, all associated services, and this Privacy Policy. References to “Sirius Care,” “we,” “our,” or “us” throughout this Policy refer to Sun Sirius Technologies, LLC, doing business through the Sirius Care product.

Sun Sirius Technologies, LLC does not operate as a separate consumer-facing brand. Sirius Care is the sole commercial product and platform through which Sun Sirius Technologies, LLC delivers its services. Any agreement, Business Associate Agreement (BAA), or service contract entered into in connection with Sirius Care is a legal obligation of Sun Sirius Technologies, LLC.

1. Scope of This Policy

This Privacy Policy applies to all components of the Sirius Care platform, including:

- The Sirius Care web application (accessible via browser)
- The Sirius Care mobile application (iOS and Android)
- APIs and integrations made available to customers and third-party partners
- Customer portals, onboarding tools, billing interfaces, and administrative dashboards
- Marketing websites and communications associated with Sirius Care

This Policy applies to all users, including home health agency administrators, caregivers, billing personnel, and any other individuals who access the Platform on behalf of a customer organization.

2. Information We Collect

2.1 Personal Information You Provide

- Name, email address, phone number, job title, and other contact details
- Account registration information, including username and credentials
- Information submitted when creating or managing caregiver or patient records within the Platform
- Communications with our support team, including help tickets, emails, and chat messages
- Billing and payment details submitted through our Platform (processed via PCI-compliant third-party processors; we do not store full card numbers)

2.2 Automatically Collected Information

- Device Information: IP address, device type, operating system, browser type, and unique device identifiers
- Usage Data: Pages or screens viewed, features accessed, session duration, clicks, and interactions within the Platform
- Log Data: Access timestamps, error logs, and diagnostic data
- Location Data: If you enable location services on a mobile device, we may collect geolocation data to support Platform functionality (e.g., caregiver check-in/check-out verification)

2.3 Information from Third Parties

We may receive information about you or your organization from third-party services, including identity providers used for single sign-on (SSO), Medicaid billing clearinghouses or payer integrations, electronic visit verification (EVV) systems, and other integrations you or your organization enable within the Platform.

2.4 Protected Health Information (PHI)

As a platform serving home health agencies, Sirius Care may process Protected Health Information (PHI) as defined under the Health Insurance Portability and Accountability Act (HIPAA). Where applicable, such data is processed pursuant to a Business Associate Agreement (BAA) with covered entity customers. PHI is handled in accordance with HIPAA requirements and is not used for marketing or other secondary purposes.

3. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain the Sirius Care Platform and its features
- Process transactions and manage billing, payroll, and scheduling workflows
- Authenticate users and manage access controls across the Platform
- Personalize user experiences and customize features based on role or agency settings
- Communicate with you, including sending product updates, alerts, maintenance notices, and customer support messages
- Analyze usage trends and improve Platform performance, reliability, and features
- Comply with legal obligations, including HIPAA, state Medicaid regulations, and EVV mandates
- Detect, investigate, and prevent fraud, security incidents, and misuse of the Platform
- Fulfill contractual obligations to customer organizations

4. Sharing Your Information

We do not sell your personal information. We may share information in the following circumstances:

- **With Service Providers:** Third-party vendors who assist in delivering the Platform, such as cloud hosting providers, analytics platforms, payment processors, and customer support tools. These vendors are contractually bound to protect your data.
- **With Your Organization:** Information you enter into the Platform may be visible to administrators and authorized users within your home health agency.
- **For Legal Compliance:** If required by applicable law, regulation, court order, or legal process, or to protect the rights, property, or safety of Sun Sirius Technologies, our customers, or the public.
- **In Business Transactions:** In the event of a merger, acquisition, restructuring, or sale of assets, your data may be transferred to the successor entity. We will provide notice before your personal data is transferred.
- **With Your Consent:** We may share information for other purposes with your explicit consent or at your direction.

5. Cookies and Tracking Technologies

We and our service providers may use cookies, web beacons, pixel tags, and similar technologies across web and mobile interfaces of the Platform to:

- Maintain session state and user authentication
- Remember user preferences and settings
- Analyze Platform usage and performance
- Support security functions such as fraud detection

You may adjust your browser or device settings to manage or disable cookies. Note that disabling certain cookies may impact the functionality of the Platform. We do not respond to "Do Not Track" browser signals at this time.

6. Data Security

We implement administrative, technical, and physical safeguards designed to protect your information against unauthorized access, loss, misuse, alteration, or destruction. These measures include encryption in transit and at rest, role-based access controls, multi-factor authentication, and regular security assessments. However, no method of electronic transmission or storage is 100% secure. We encourage users to safeguard their login credentials and report any suspected unauthorized access promptly.

7. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Privacy Policy, to maintain your account and provide the Services, and to comply with applicable legal, regulatory, and contractual obligations. When data is no longer needed, we securely delete or anonymize it in accordance with our data retention policies. Customers seeking information about retention schedules for data stored within the Platform should refer to their service agreement or contact us directly.

8. Your Rights and Choices

Depending on your location and applicable law, you may have the following rights with respect to your personal data:

- Access: Request a copy of the personal data we hold about you
- Rectification: Request correction of inaccurate or incomplete data
- Deletion: Request deletion of your personal data, subject to applicable legal or contractual requirements
- Portability: Request a machine-readable export of your personal data where technically feasible
- Restriction: Request that we restrict processing of your data in certain circumstances
- Objection: Object to processing based on legitimate interests

To exercise any of these rights, please contact us at privacy@sun-sirius.com. We will respond within the timeframe required by applicable law. Note that some rights may be limited where data is processed on behalf of a customer organization; in such cases, please contact your organization's administrator.

9. Children's Privacy

The Sirius Care Platform is designed for use by healthcare industry professionals and is not intended for use by individuals under the age of 18. We do not knowingly collect personal data from minors. If we become aware that we have inadvertently collected data from a person under 18, we will take steps to delete it promptly. If you believe we may have collected such information, please contact us at privacy@sun-sirius.com.

10. Third-Party Services and Integrations

The Sirius Care Platform may connect to or display links to third-party applications, websites, or services, including payer portals, EHV systems, clearinghouses, and scheduling integrations. This Privacy Policy does not apply to those third parties. We encourage you to review the privacy policies of any third-party services before providing personal information or enabling integrations. We are not responsible for the data practices of third-party services.

11. International Data Transfers

Sirius Care is operated primarily within the United States. If you access the Platform from outside the United States, please be aware that your information may be transferred to, stored, and processed in the U.S. or other jurisdictions where our service providers operate. These jurisdictions may have different data protection laws than those in your country. By using the Platform, you consent to such transfers where permitted by applicable law.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make material changes, we will notify you by posting the updated Policy within the Platform and updating the "Last Revised" date above. For significant changes affecting how we process PHI or sensitive data, we will provide more prominent notice. Your continued use of the Platform after the effective date of any changes constitutes your acceptance of the updated Policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Sun Sirius Technologies, LLC

11708 Country Lake Dr., Glen Allen, VA 23059

Privacy inquiries: privacy@sun-sirius.com

General support: support@sun-sirius.com

This Privacy Policy governs all components of the Sirius Care platform operated by Sun Sirius Technologies, LLC.