

Privacy Policy

Last Updated: 06/04/2026

1. Overview

Statistical Resources, Inc. ("Company," "we," "our," or "us") is committed to protecting the privacy and security of personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard information in connection with our Electronic Visit Verification (EVV) software, LaSRS®, and related services (the "Services").

The Company operates as a service provider and Business Associate to its customers, including state agencies such as the Louisiana Department of Health. The Company processes personal information and Protected Health Information (PHI) solely on behalf of and under the direction of its customers in accordance with contractual obligations and applicable law.

This policy applies to customers, employees of customer organizations, and end users who interact with our Services.

2. Information We Collect

We may collect the following categories of information:

a. Personal Information

- Name
- Email address
- Phone number
- User credentials (username, password)
- Identifying information as required for EVV compliance

b. Service-Related Information

- Visit schedules and timestamps
- Caregiver and patient identifiers
- Location data as required for EVV compliance

c. Device and Usage Information

- IP address

- Browser type
- Device identifiers
- Log and usage data

d. Protected Health Information (PHI)

We process Protected Health Information (PHI) on behalf of our customers in accordance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA), and pursuant to applicable Business Associate Agreements (BAAs).

3. How We Use Information

We use information solely to:

- Provide, operate, and maintain the Services
 - Facilitate EVV compliance and reporting
 - Authenticate users and manage accounts
 - Process and transmit data to authorized entities, including the Louisiana Department of Health, as required for EVV program compliance and contractual obligations
 - Communicate with users regarding the Services
 - Improve system functionality and performance
 - Monitor for security threats and prevent fraud
 - Comply with legal and regulatory obligations
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4. How We Share Information

Business Associate Agreements (BAAs)

Where applicable, the Company enters into Business Associate Agreements (BAAs) with customers and relevant third parties and processes PHI in accordance with HIPAA and other applicable regulations. The Company implements safeguards consistent with its obligations under such agreements.

The Company does not use PHI for its own independent purposes and only processes such information as necessary to provide the Services in accordance with customer instructions and applicable law.

Information Sharing

We may share information in the following circumstances:

- **Service Providers:** With third-party vendors who support our operations (e.g., hosting, analytics, support services), subject to appropriate contractual safeguards
- **Government Agencies:** With authorized government entities, including the Louisiana Department of Health, as required to fulfill EVV program requirements and contractual obligations
- **Legal Requirements:** When required by law, regulation, or legal process
- **Business Transfers:** In connection with a merger, acquisition, or asset sale
- **Customer Direction:** When directed by the customer organization

We do not sell personal information.

5. Data Security

We implement administrative, technical, and physical safeguards designed to protect personal information, including:

- Access controls and role-based permissions
 - Encryption of data in transit and at rest
 - System monitoring and logging
 - Regular security reviews and updates
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6. Data Retention

We retain personal information only as long as necessary to:

- Fulfill the purposes outlined in this policy
- Meet contractual obligations
- Support customer operations and reporting requirements;
- Comply with legal, regulatory, audit, and record-retention requirements.

The Company may maintain historical EVV records and related program data on behalf of customers to support compliance, reporting, audit, and operational requirements.

Retention periods may vary based on the type of data and applicable requirements.

7. User Rights

Depending on applicable law, individuals may have the right to:

- Access their personal information
- Request corrections to inaccurate data
- Request deletion of personal information (subject to legal and contractual limitations)
- Opt out of certain communications

Requests may be submitted using the contact information below.

8. Cookies and Tracking Technologies

We may use cookies and similar technologies to:

- Maintain user sessions
- Improve user experience
- Analyze system performance

Users may control cookie preferences through their browser settings.

9. Third-Party Links

Our Services may contain links to third-party websites. We are not responsible for the privacy practices of those third parties.

10. Children's Privacy

The Company may process personal information, including information relating to minors, in connection with Electronic Visit Verification (EVV) services and other programs administered or overseen by the Louisiana Department of Health (LDH), including waiver programs, State Plan services, and other authorized healthcare programs.

Such information is provided to the Company by authorized customer organizations, healthcare providers, state agencies, guardians, or other authorized representatives for purposes of administering and supporting these programs.

The Company processes such information solely as necessary to provide the Services and in accordance with applicable laws, regulations, contractual obligations, and Business Associate Agreements, where applicable.

11. Regulatory Compliance

The Company complies with applicable healthcare and data protection laws, including HIPAA and applicable state regulations governing Electronic Visit Verification (EVV) systems.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Last Updated" date.

13. Contact Information

If you have questions about this Privacy Policy or our data practices, please contact us at:

Email: compliance@statres.com

Mailing Address:

Statistical Resources, Inc.
11505 Perkins Rd., Ste H
St. George, LA 70810

14. Customer Responsibilities (EVV Context)

Customer organizations, including state agencies and healthcare providers, are responsible for:

- Determining the purposes and means of processing personal information and PHI
- Ensuring appropriate consent and authorization for data submitted to the Services
- Compliance with applicable healthcare and privacy regulations
- Managing user access within their organization

The Company processes information on behalf of customers in accordance with contractual agreements, including BAAs, and applicable law.

The Louisiana Department of Health and other customer organizations determine the retention requirements applicable to information maintained within the Services, subject to applicable law

and contractual obligations.
