

Legal Disclosures

Jackson & Vieyra Family Chiropractic

2201 Jefferson St, Napa, CA 94559 | (707) 690-9942 | jandvchiro.com

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This document contains the legal disclosures governing your use of our website and communications with our practice. It includes our Privacy Policy, Terms of Use, Healthcare Disclaimer, Notice of Privacy Practices (HIPAA), and Communications & Text Messaging Terms. Please read these disclosures carefully. By using our website or communicating with our office electronically, you agree to the terms described here.

1. Privacy Policy

Jackson & Vieyra Family Chiropractic (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard information when you visit jandvchiro.com or interact with our practice online.

Information We Collect

We may collect personal information you voluntarily provide, including your name, phone number, email address, and any details submitted through contact forms, appointment request forms, chat widgets, or online booking tools. We also collect limited non-personal information automatically, such as browser type, device type, pages visited, and general usage data through standard web analytics.

How We Use Your Information

We use the information we collect to respond to inquiries, schedule and confirm appointments, send appointment reminders and care-related communications, process payments, improve our website and services, and comply with legal obligations. We do not sell your personal information, and we do not share your personal information with third parties for their own marketing purposes.

Protected Health Information

Any health-related information you share with our office is treated as protected health information (PHI) and is governed by the Health Insurance Portability and Accountability Act (HIPAA) and the California Confidentiality of Medical Information Act (CMIA). Our Notice of Privacy Practices, included in this document, describes how PHI may be used and disclosed. Please avoid submitting detailed medical information through general website contact forms.

Cookies & Analytics

Our website may use cookies and similar technologies to enhance your browsing experience and to understand how visitors use our site. You may disable cookies in your browser settings; some site features may not function properly without them.

Third-Party Services

Our website may use trusted third-party services, including online scheduling (such as our patient booking portal), website hosting, analytics, and communication platforms. These providers process information only as needed to perform services on our behalf. Links to external websites are provided for convenience; we are not responsible for the privacy practices or content of third-party sites.

Your California Privacy Rights

California residents may have rights under applicable California privacy laws, including the right to know what personal information we collect, the right to request deletion of personal information (subject to medical record retention requirements), and the right to be free from discrimination for exercising privacy rights. To make a request, contact us using the information at the end of this document.

Data Security & Retention

We use reasonable administrative, technical, and physical safeguards to protect your information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. We retain information as long as necessary for the purposes described above and as required by law, including California medical record retention requirements.

Children's Privacy

Our website is not directed to children, and we do not knowingly collect personal information online from children under 13. Health information about minor patients is collected in office from a parent or legal guardian and handled in accordance with HIPAA and applicable law.

Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be posted on this page with its effective date.

2. Terms of Use

By accessing or using jandvchiro.com, you agree to the following terms. If you do not agree, please do not use this website.

Website Use

This website and its content are provided for general informational purposes only. Content on this site does not constitute medical advice and should not replace professional chiropractic or medical care. Always consult a qualified healthcare provider regarding health concerns.

Appointment Requests & Online Booking

Submitting an appointment request or booking online does not guarantee an appointment until confirmed by our office. We will contact you to confirm availability. Please provide at least 24 hours' notice to cancel or reschedule an appointment; a fee may apply to late cancellations or missed appointments.

Intellectual Property

All content on this website — including text, images, graphics, and logos — is the property of Jackson & Vieyra Family Chiropractic or its licensors and is protected by copyright and other intellectual property laws. You may not reproduce, distribute, or create derivative works from this content without our prior written permission.

Prohibited Conduct

You agree not to use this website for any unlawful purpose, to attempt to gain unauthorized access to any systems, to interfere with the website's operation, or to submit false or misleading information.

Limitation of Liability

To the fullest extent permitted by law, Jackson & Vieyra Family Chiropractic shall not be liable for any direct, indirect, incidental, or consequential damages arising from your use of, or inability to use, this website or its content.

Governing Law

These terms are governed by the laws of the State of California, without regard to conflict of law principles. Any disputes shall be resolved in the state or federal courts located in Napa County, California.

3. Healthcare Disclaimer

No Medical Advice

The information on this website is for general informational and educational purposes only and is not intended as medical advice, diagnosis, or treatment. Always seek the guidance of a qualified healthcare professional with any questions you may have regarding a medical condition or treatment.

No Doctor-Patient Relationship

Use of this website, submission of a contact or appointment request form, or communication through our chat or messaging tools does not create a doctor-patient relationship between you and Jackson & Vieyra Family Chiropractic or any of its providers. A doctor-patient relationship is established only through an in-office consultation and an agreed plan of care.

Results May Vary

Patient experiences, reviews, and testimonials shared on this website reflect individual results. Outcomes are not guaranteed and may vary based on individual health conditions, consistency of care, and other factors.

Scope of Care

Chiropractic care focuses on the detection and correction of vertebral subluxation and the relationship between the spine and nervous system. Information on this website about conditions and wellness is educational in nature and is not a claim to treat or cure any specific disease.

Emergency Situations

If you are experiencing a medical emergency, call 911 immediately. Do not rely on this website, online forms, chat, or messaging for emergency medical guidance.

Accuracy of Information

While we strive to keep information current and accurate, hours, services, pricing, and other details are subject to change without notice. We make no representations or warranties regarding the completeness, accuracy, or reliability of any information provided.

4. Notice of Privacy Practices (HIPAA)

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

Jackson & Vieyra Family Chiropractic is required by law to maintain the privacy of your protected health information (PHI), to provide you with this Notice of our legal duties and privacy practices, and to follow the terms of the Notice currently in effect.

How We May Use and Disclose Your Health Information

- **Treatment.** We may use and disclose your PHI to provide, coordinate, and manage your chiropractic care, including sharing information with other healthcare providers involved in your care.
- **Payment.** We may use and disclose your PHI to bill and collect payment for services, including communications with insurers or payment processors where applicable.
- **Healthcare Operations.** We may use and disclose your PHI for practice operations such as quality improvement, training, scheduling, and appointment reminders.
- **As Required by Law.** We will disclose PHI when required to do so by federal, state, or local law, including public health activities, health oversight, and lawful requests by authorities.
- **Other Uses.** Uses and disclosures not described in this Notice will be made only with your written authorization, which you may revoke at any time in writing, except to the extent we have already acted in reliance on it. This includes most uses of PHI for marketing and any sale of PHI, which we do not engage in.

Your Rights Regarding Your Health Information

- **Right to Inspect and Copy.** You may request to inspect and obtain a copy of your health records, subject to limited exceptions. A reasonable, cost-based fee may apply.
- **Right to Amend.** You may request an amendment to your health information if you believe it is incorrect or incomplete.
- **Right to an Accounting of Disclosures.** You may request a list of certain disclosures we have made of your PHI.
- **Right to Request Restrictions.** You may request restrictions on how we use or disclose your PHI. We are not required to agree to all requests, but we will accommodate reasonable ones where possible.
- **Right to Confidential Communications.** You may request that we communicate with you in a specific way or at a specific location (for example, by phone rather than text).
- **Right to a Paper Copy.** You may request a paper copy of this Notice at any time, even if you have agreed to receive it electronically.
- **Right to Breach Notification.** You have the right to be notified following a breach of your unsecured PHI.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with our office using the contact information at the end of this document, or with the U.S. Department of Health and Human Services, Office for Civil Rights. You will not be penalized or retaliated against for filing a complaint.

Changes to This Notice

We reserve the right to change this Notice and to make the revised Notice effective for PHI we already have as well as information we receive in the future. The current Notice will be posted on our website and available at our office.

5. Communications & Text Messaging Terms

By providing your phone number through our website forms, chat widget, online booking, or in person, you consent to receive calls and text messages (SMS/MMS) from Jackson & Vieyra Family Chiropractic related to your care, including appointment confirmations, reminders, follow-ups, and practice updates.

- Message frequency varies based on your appointments and interactions with our office.
- Message and data rates may apply according to your mobile carrier's plan.
- Reply **STOP** at any time to opt out of text messages. Reply **HELP** for assistance.
- Consent to receive text messages is not a condition of receiving care.
- We do not share your phone number or text messaging opt-in with third parties for their marketing purposes.

Standard email and text messaging are not fully secure communication channels. Please do not send detailed medical information by text or email; for sensitive matters, call our office directly.

Contact Us

Jackson & Vieyra Family Chiropractic

2201 Jefferson St, Napa, CA 94559

Phone: (707) 690-9942

Email: Jandvchiro@gmail.com

Website: jandvchiro.com

Se habla español.

This document is provided for general informational purposes and reflects the practices of Jackson & Vieyra Family Chiropractic as of the date above. It is not legal advice. For questions about these disclosures, please contact our office.