

PRIVACY POLICY

Encompass Health Solutions, Inc.

www.encompasswc.com

Effective Date: September 14, 2026 | Last Updated: September 14, 2026

Encompass Health Solutions, Inc. (“Encompass,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy describes how we collect, use, disclose, and protect personal information when you visit www.encompasswc.com (the “Website”), contact us through the Website, or otherwise interact with us through the Website.

This Privacy Policy applies to information collected through the Website. It does not replace or modify any separate privacy, confidentiality, or information-security obligations that may apply to information Encompass receives or maintains in connection with workers’ compensation case management, utilization review, employee advocate services, or other services provided to our clients.

1. Information We Collect

Information You Provide to Us

When you complete a contact form, request information, provide feedback, or otherwise communicate with us, we may collect information such as:

- Name;
- Email address;
- Telephone number;
- Company or organization information;
- Information about how you learned about Encompass;
- The content of your message or inquiry; and
- Other information you voluntarily provide.

Information Collected Automatically

When you visit the Website, certain information may be collected automatically through cookies, server logs, analytics tools, and similar technologies. This may include:

- Internet Protocol (IP) address;
- Browser type;
- Device type;
- Operating system;
- Pages viewed and links selected;
- Referring website or source;
- Date and time of access; and
- General information regarding your interaction with the Website.

We may use this information to operate, secure, maintain, and improve the Website and to better understand how visitors use it.

2. Please Do Not Submit Medical or Other Sensitive Information Through General Contact Forms

The Website's general contact and feedback forms are intended for general inquiries and communications.

Please do not submit medical records, medical information, workers' compensation claim information, Social Security numbers, financial account information, or other sensitive or confidential information through a general Website contact or feedback form.

If you need to submit information concerning an existing workers' compensation matter, utilization review request, nurse case management referral, or other Encompass service, please use the secure submission method provided by Encompass or contact us at (888) 822-7211 for assistance.

Information received by Encompass in connection with services provided to clients may be subject to additional federal and state privacy and confidentiality requirements and applicable agreements with our clients.

3. How We Use Personal Information

We may use personal information collected through the Website to:

- Respond to inquiries and requests;
- Communicate with prospective or existing clients and business partners;
- Provide information regarding Encompass and our services;
- Process requests submitted through the Website;
- Provide customer service and support;
- Maintain, operate, secure, and improve the Website;
- Analyze Website usage and performance;
- Prevent fraud, misuse, security incidents, and other unlawful activity;
- Maintain appropriate business records;
- Comply with applicable laws, regulations, legal processes, and contractual obligations; and
- Protect the rights, safety, security, and property of Encompass, our clients, Website visitors, and others.

We may also use information for other purposes disclosed to you at the time the information is collected or with your consent.

4. How We Disclose Personal Information

Encompass does not sell personal information collected through this Website.

We may disclose personal information when reasonably necessary to:

- Vendors and service providers that assist us with Website hosting, information technology, communications, analytics, security, and other business operations;
 - Professional advisors, including attorneys, accountants, auditors, and consultants;
 - Government agencies, regulators, courts, law enforcement, or other parties when required or permitted by law;
 - Protect the rights, property, safety, or security of Encompass or others;
 - Investigate or prevent suspected fraud, security incidents, unlawful activity, or violations of our policies;
- or

- Facilitate a merger, acquisition, financing, reorganization, sale of assets, or other business transaction involving Encompass.

Service providers receiving personal information from us are expected to use the information only for appropriate business purposes and consistent with applicable privacy and security requirements.

5. Cookies and Similar Technologies

The Website may use cookies and similar technologies necessary for Website functionality, security, analytics, and performance.

Cookies are small data files stored on your device when you visit certain websites. Depending on your browser settings, you may be able to block, limit, or delete cookies. Disabling certain cookies may affect Website functionality.

Third-party service providers used in connection with the Website may collect information about your device or Website activity through cookies or similar technologies in accordance with their own privacy practices.

6. Online Tracking and Do Not Track Signals

Some web browsers offer a “Do Not Track” (“DNT”) setting. Because there is not currently a universally accepted standard governing how websites should respond to DNT signals, the Website may not respond to traditional DNT browser signals.

Where required by applicable law, Encompass will honor legally recognized browser-based privacy preference signals applicable to our Website and data practices.

7. Text Messages and Telephone Communications

If you provide a telephone number to Encompass, we may use that number to respond to your inquiry or otherwise communicate with you as permitted by law and consistent with any consent you provide.

Where consent is required for particular text-message communications, we will obtain the appropriate consent. Consent to receive marketing text messages, where applicable, is not a condition of purchasing or receiving services.

Message and data rates may apply. Instructions for opting out of text messages will be provided where applicable.

8. Data Security

Encompass uses reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, loss, or misuse.

However, no website, electronic communication, or information-storage system can be guaranteed to be completely secure. You should therefore use appropriate care when transmitting information electronically and should not use general Website forms to transmit sensitive medical, claim, financial, or other confidential information.

9. Data Retention

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, including to respond to inquiries, maintain appropriate business records, comply with legal and contractual obligations, resolve disputes, enforce agreements, and protect our legitimate business interests.

Retention periods may vary depending on the nature of the information and the purpose for which it was collected.

10. Your Privacy Choices

You may contact Encompass with questions about personal information you have submitted directly through the Website or to request that information be reviewed, corrected, or deleted. We will consider and respond to such requests in accordance with applicable law and subject to any legal, regulatory, contractual, security, or legitimate business requirements that may require us to retain or restrict access to the information.

To submit a privacy-related inquiry or request, contact us using the information provided below.

Additional rights may be available to residents of certain states under applicable privacy laws. Encompass will process requests to exercise applicable privacy rights in accordance with the laws that apply to Encompass and the requesting individual.

We will not unlawfully discriminate against an individual for exercising a privacy right provided by applicable law.

11. California Residents

California law provides certain protections regarding personal information collected through websites and online services.

This Privacy Policy describes the categories of personal information Encompass may collect through the Website, how we use and disclose that information, and the choices available to Website visitors.

California residents may contact us regarding personal information they have provided through the Website, including requests to review or correct that information. We will respond to privacy requests in accordance with applicable law.

Encompass does not sell personal information collected through this Website.

12. Children's Privacy

The Website and Encompass's services are intended for businesses, professionals, and adults and are not directed to children under the age of 13.

We do not knowingly collect personal information through the Website from children under 13. If we learn that we have collected such information through the Website without appropriate authorization, we will take reasonable steps to delete it.

13. Third-Party Websites

The Website may contain links to websites, portals, resources, or services operated by third parties.

Encompass is not responsible for the privacy, security, content, or practices of third-party websites or services. We encourage you to review the privacy policies of third-party websites before providing personal information to them.

14. Workers' Compensation and Health Information

Encompass provides workers' compensation case management, utilization review, employee advocate, and related services.

Information received or maintained by Encompass in connection with those services may be subject to federal and state laws, workers' compensation requirements, contractual confidentiality obligations, and other privacy and security requirements that are separate from this Website Privacy Policy.

This Website Privacy Policy is not intended to serve as a HIPAA Notice of Privacy Practices or to alter any rights or obligations that may apply to protected health information or other confidential information handled by Encompass in connection with the services it provides.

15. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, technology, legal requirements, or Website functionality.

If we make material changes to this Privacy Policy, we will post the updated policy on this page and update the "Last Updated" date above. We may also provide additional notice through the Website or other appropriate means when warranted.

We encourage you to review this Privacy Policy periodically.

16. Contact Us

If you have questions about this Privacy Policy, our privacy practices, or personal information you have provided through the Website, please contact:

Encompass Health Solutions, Inc.
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Folsom, CA 95763-7140

Telephone: (888) 822-7211
Email: info@encompasswc.com
Website: www.encompasswc.com