

MedSched Privacy Policy

MedSched, LLC provides medical scheduling services for healthcare providers

When we receive information for our own purposes, such as the contact or billing information of our clients, the processing of that information is described by this privacy policy. When we receive or process information on behalf of one of our clients, the privacy practices that apply to the processing of that information is governed by our client’s privacy policy.

Types Of Information We Collect

Use And Processing Of Information

Sharing Of Information.

Your Choices.

How We Protect Personal Information

Miscellaneous

Contact Information

Types Of Information We Collect

We provide scheduling services for health care providers. In that capacity we receive personal information from our clients and process that information on behalf of our clients. In other situations we receive personal information for our own use.

Certain demographic, health and/or health-related information that we collect may be considered “protected health information” or “PHI” under the Health Insurance Portability and Accountability Act (“HIPAA”). Specifically, when we act as a “Business Associate” (as such term is defined in HIPAA) to a Covered Entity under HIPAA, this information may be considered PHI. Personal data that a Consumer provides to us outside of the foregoing context likely is not PHI. For example, when you provide information directly to us, such as when creating an account or using some of our interactive tools and services or when you voluntarily provide information in free-form text boxes through the services or through responses to surveys and questionnaires, or post reviews; or when you send us an email or otherwise contact us, that information is not PHI.

HIPAA provides specific protections for the privacy and security of PHI and restricts how PHI is used and disclosed. We may only use and disclose PHI in the ways permitted under HIPAA or as authorized by you.

The following provides examples of the type of information that we collect about and how we use that information.

Context	Types of Data	Primary Purpose for Collection and Use of Data
Account Information and Information about Clients	We collect the name, and contact information, of our clients.	We have a legitimate interest in contacting our clients and communicating with them concerning normal business administration such as projects, services, and billing.

Client Information	We provide scheduling services. In that role we may receive personal information from our clients, including insurance information.	When we receive personal information from one of our clients in order to carry out a project or a service we process that information on their behalf. When we act in this capacity, our client determines the purpose for which the information was collected and how we should use it.
Cookies and First Party Tracking	We use cookies and clear GIFs. “Cookies” are small pieces of information that a website sends to a computer’s hard drive while a web site is viewed.	We have a legitimate interest in making our website operate efficiently.
Cookies and Third Party Tracking	We participate in behavior-based advertising, this means that a third party uses technology (e.g., a cookie) to collect information about your use of our website so that they can provide advertising about products and services tailored to your interests on our website, or on other websites.	We have a legitimate interest in engaging in behavior-based advertising.
Email Interconnectivity	If you receive email from us, we use certain tools to capture data related to when you open or interact with our messages.	We have a legitimate interest in understanding how you interact with our communications to you.
Employment	If you apply for a job posting, or become an employee, we collect information necessary to process your application or to retain you as an employee. This may include, among other things, your Social Security Number. Providing this information is required for employment.	We use information about current employees to perform our contract of employment, or the anticipation of a contract of employment with you. In some contexts, we are also required by law to collect information about our employees. We also have a legitimate interest in using your information to have efficient staffing and work force operations.
Feedback/Support	If you provide us feedback or contact us for support we will collect your name and e-mail address, as well as any other content that you send to us, in order to reply.	We have a legitimate interest in receiving, and acting upon, your feedback or issues.
Mailing List	When you sign up for one of our mailing lists we collect your email address or postal address.	We share information about our products and services with individuals that consent to receive such information. We have a legitimate interest in sharing information about our products or services.

Online Registration	We collect your name and contact information when you create an online account. We also collect information relating to the actions that you perform while logged into your account.	We have a legitimate interest in providing account relating functionalities to our users.
Surveys	When you participate in a survey we collect information that you provide through the survey. If the survey is provided by a third party service provider, the third party's privacy policy applies to the collection, use, and disclosure of your information.	We have a legitimate interest in understanding your opinions, and collecting information relevant to our organization.
Web logs	We collect information, including your browser type, operating system, Internet Protocol (IP) address (a number that is automatically assigned to a computer when the Internet is used), domain name, click-activity, referring website, and/or a date/time stamp for visitors.	We have a legitimate interest in monitoring our networks and the visitors to our websites.

In addition to the information that we collect from you directly, or from our clients, we may also receive information about you from other sources, including third parties, business partners, our affiliates, or publicly available sources. For example, if you submit a job application, or become an employee, we may conduct a background check.

Use And Processing Of Information.

In addition to the purposes and uses described above, we use information in the following ways:

- To identify you when you visit our website.
- To provide products and services.
- To improve our services.
- To streamline the appointment process.
- To conduct analytics.
- To respond to inquiries related to support, employment opportunities, or other requests.
- To send marketing and promotional materials, including information relating to our products, services, sales, or promotions.
- For internal administrative purposes, as well as to manage our relationships.

Although the sections above describe our primary purpose in collecting your information, in many situations we have more than one purpose. For example, if you retain us to provide consulting services we may collect your information to perform our contract with you, but we also collect your information because we have a legitimate interest in understanding who our clients are and what services we perform on their behalf. As a

result, our collection and processing of your information is based in different contexts upon your consent, our need to perform a contract, our obligations under law, and/or our legitimate interest in conducting our business.

Sharing Of Information.

In addition to the specific situations discussed elsewhere in this policy, we disclose information in the following situations:

1. **Affiliates and Acquisitions.** We may share information with our corporate affiliates (*e.g.*, parent company, sister companies, subsidiaries, joint ventures, or other companies under common control). If another company acquires, or anticipates acquiring, our company, business, or our assets, we will also share information with that company.
2. **Other Disclosures with Your Consent.** We may ask if you would like us to share your information with other unaffiliated third parties who are not described elsewhere in this policy.
3. **Other Disclosures without Your Consent.** We may disclose information in response to subpoenas, warrants, or court orders, or in connection with any legal process, or to comply with relevant laws. We may also share your information in order to establish or exercise our rights, to defend against a legal claim, to investigate, prevent, or take action regarding possible illegal activities, suspected fraud, safety of person or property, or a violation of our policies, or to comply with your request for the shipment of products to or the provision of services by a third party intermediary.
4. **Public.** Some of our websites may provide the opportunity to post comments, or reviews, on a message board or in a public forum. If you decide to submit information on these pages, that information may be publically available.
5. **Service Providers.** We may share your information with service providers. Among other things service providers may help us to administer our website, conduct surveys, provide technical support, process payments, and assist in the fulfillment of orders.

Your Choices.

You can make the following choices regarding your personal information:

1. **Promotional Emails.** You may choose to provide us with your email address for the purpose of allowing us to send free newsletters, surveys, offers, and other promotional materials to you, as well as targeted offers from third parties. You can stop receiving promotional emails by following the unsubscribe instructions in e-mails that you receive. If you decide not to receive promotional emails, we may still send you service related communications.
2. **Access To Your Personal Information.** For information that we collect on our own behalf we will grant you, where required by law, reasonable access to the personal information that we have about you. You may request access to your personal information by contacting us at the address described below. If we are processing your information on behalf of one of our clients we will forward your request to that client and await instructions on whether access should be granted.
3. **Changes To Your Personal Information.** You can contact us at the address described below in order to request that your information be modified. If we are processing your information on behalf of one of our clients we will forward your request to that client and await instructions on any changes that they believe are appropriate.
4. **Deletion Of Your Personal Information.** We typically retain personal information that we collect on our own behalf for the period necessary to fulfill the purposes outlined in this policy,

unless a longer retention period is required or permitted by law. You may request information about how long we keep a specific type of information, or request that we delete your personal information, by contacting us at the address described below. If we are processing your information on behalf of one of our clients we will forward your request to that client and await instructions from them on whether your information should be deleted.

5. **Online Tracking.** We do not currently recognize automated browser signals regarding tracking mechanisms, which may include "Do Not Track" instructions.

How We Protect Personal Information

No method of transmission over the Internet, or method of electronic storage, is fully secure. While we use reasonable efforts to protect your personal information from unauthorized access, use, or disclosure, we cannot guarantee the security of your personal information. In the event that we are required by law to inform you of any unauthorized access to your personal information we may notify you electronically, in writing, or by telephone, if permitted to do so by law.

Some of our websites permit you to create an account. When you do you will be prompted to create a password. You are responsible for maintaining the confidentiality of your password, and you are responsible for any access to or use of your account by someone else that has obtained your password, whether or not such access or use has been authorized by you. You should notify us of any unauthorized use of your password or account.

Miscellaneous

The following additional information relates to our privacy practices:

- **Transmission Of Information To Other Countries.** By submitting your personal information to us you agree to the transfer, storage and processing of your information in a country other than your country of residence including, but not necessarily limited to, the United States. If you would like more information concerning our attempts to apply the privacy principles applicable in one jurisdiction to data when it goes to another jurisdiction you can contact us using the contact information below.
- **Changes To This Privacy Policy.** We may change our privacy policy and practices over time. To the extent that our policy changes in a material way, the policy that was in place at the time that you submitted personal information to us will generally govern that information unless we receive your consent to the new privacy policy.

Contact Information. If you have any questions, comments, or complaints concerning our privacy practices please contact us at the appropriate address below. We will attempt to respond to your requests and to provide you with additional privacy-related information.

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Effective Date: 4/24/2020