



Privacy Policy (English)

Effective Date: 01/01/2025

Last Updated: 02/18/2025

1. Introduction

Welcome to **Primary Care At Home** (“the Practice,” “we,” “us,” or “our”). We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, store, and disclose your personal information when you visit or use our websites, services, mobile applications, or otherwise engage with us (collectively, “Services”).

By accessing or using our Services, you agree to the collection and use of your information in accordance with this Privacy Policy. If you have any questions or concerns about our policy or practices, please contact us at **(800) 925-1840** or **info@doctorsah.com**.

2. Types of Information Collected

We may collect the following types of personal information:

- **Contact Information:** Name, email address, mailing address, phone number(s).
- **Demographic Information:** Age, gender, or similar information (where necessary or relevant).
- **Health Information:** Medical or health-related information you choose to provide when using our Services (e.g., scheduling an in-home visit).
- **SMS-Related Data:** If you opt in to receive SMS (text messages), we may collect and store your phone number for the purpose of sending you text messages.

3. How Information Is Collected

We collect personal information when:

- You **voluntarily provide** it to us, for example by filling out forms on our website or by opting in to SMS notifications.
- You **use our Services**, which automatically track usage data (e.g., IP addresses, device identifiers).

- You **communicate** with us directly (e.g., phone calls, emails, text messages).

4. Purpose of Data Collection

We use the information we collect for purposes including, but not limited to:

- **Providing Services:** Scheduling appointments, managing patient records, and facilitating at-home medical care.
- **Communication:** Sending appointment reminders, health tips, or other updates via SMS, email, or phone.
- **Improvement:** Improving and customizing our Services based on user behavior and feedback.
- **Legal Compliance:** Complying with legal obligations, resolving disputes, or enforcing our agreements.

5. Data Security Measures

We employ administrative, technical, and physical safeguards designed to protect your personal information against unauthorized access, alteration, disclosure, or destruction. Despite these measures, we cannot guarantee absolute security; however, we take all reasonable steps to protect your data.

6. Data Sharing

We do not sell or rent your personal information to third parties. We may share certain data in the following limited circumstances:

- **Service Providers:** With trusted vendors who assist in operating our business (e.g., payment processors, hosting services), as long as they agree to keep this information confidential.
- **Legal Requirements:** When required to comply with a legal obligation, protect our rights or property, or respond to lawful requests.
- **SMS Consent:** If you provide your phone number for SMS communications, we do not share your number with third parties or affiliates for marketing. Your information is used solely for sending you text messages as you have consented.

7. User Rights

Depending on the jurisdiction, you may have certain rights regarding your personal information. These may include:

- **Access:** Request details of personal information we hold about you.
- **Rectification:** Ask us to update or correct any inaccurate information.
- **Deletion:** Request the deletion of personal information under certain conditions.

- **Withdrawal of Consent:** Where we rely on consent to process your information (such as for SMS messages), you have the right to withdraw your consent at any time.

To exercise any of these rights or if you have questions about your rights, please contact us at info@doctorsah.com or (800) 925-1840.

8. SMS Consent and Communications

By providing your mobile phone number and agreeing to receive text messages, you consent to:

- **Receive Text Messages:** We will send appointment reminders, service updates, and related notifications.
- **Opt-Out:** You can opt out at any time by replying “STOP” to any text message. Standard messaging rates may apply.
- **Help:** Reply “HELP” to any text message for assistance or contact us at info@doctorsah.com or (800) 925-1840.

9. Contact Information

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

- **Phone:** (800) 925-1840
- **Email:** info@doctorsah.com
- **Address:** 11954 Narcoossee Rd #2-504 Orlando, FL 32832

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. Your continued use of our Services after we post any modifications indicates your acknowledgment of the modifications and your consent to abide by and be bound by the updated Privacy Policy.