



# guardian

## **Privacy Policy**

Guardian Health Technology, LLC is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data when you interact with our products, services, and website.

At Guardian Health Services, we understand the importance of your privacy and strive to be transparent about our data practices. We aim to provide you with clear and concise information about the types of personal information we collect, why we collect it, and how we use and protect it.

By using our products and services, you acknowledge that you have read and understood this Privacy Policy. Please take the time to review the following details, and if you have any questions or concerns, feel free to contact us using the information provided at the end of this policy.

### **Types of Data Collected**

#### **Personal**

While using our services, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

- First and last names
- Residential address
- Phone number
- Email
- Date of birth
- Passwords and/or personal identification codes
- Healthcare information
- Your testimonials, feedback and complains
- User name
- Any data in any files uploaded, through secure emails or otherwise provided by users
- Website User statistics and viewing activity records
- Usage Data

### **Usage Data**

Usage data is collected automatically when using our services. Usage data may include information such as your device's internet protocol address (e.g. IP address), browser type, browser version, the pages of our service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access our services by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operation system, the type of mobile internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our services or when you access our services through a mobile device.

### **How is Information Collected?**

We collect personal information through various methods and sources, both directly from you and indirectly through automated means. The following are primary ways we gather information:

1. **User-provided Information:** When you create an account or interact with our services, you may voluntarily provide us with personal information such as your name, residential address, phone number, email, date of birth, and healthcare information.
2. **Automated Information Collection:**  
We utilize cookies, web beacons, and similar tracking technologies to automatically collect information about your interactions with our website. This may include your IP address, browser type, device information, and pages visited. This helps us improve our services and enhance your user experience.
3. **Forms and Surveys:**  
Information may be collected when you voluntarily fill out forms, participate in surveys, or provide feedback. This information helps us understand your preferences and improve our offerings.

#### 4. **Communication and Support:**

When you contact our customer support or communicate with us through various channels, we may collect and retain information related to those interactions. This helps us address your inquiries and provide better assistance.

## **Purpose of Collection**

At Guardian Health Services, LLC, we collect personal information for the following purposes:

#### 1. **Account Management:**

- To create and manage your user account, providing access to personalized services and features.

#### 2. **Analytics and Improvements:**

- To analyze user behavior, trends, and preferences, helping us enhance our products and services.
- To perform statistical, demographics, and marketing analyses.

#### 3. **Legal Compliance:**

- To comply with applicable laws, regulations, and legal processes.
- To protect our rights, privacy, safety, or property, and that of our users.

It's important to note that we will only use your personal information for the purposes outlined in this Privacy Policy. If we intend to use it for any other purpose, we will seek your explicit consent.

We will retain personal data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws resolve disputes, and enforce our legal agreements and policies).

## **Health Information**

We may use and disclose your PHI for the provision, coordination, or management of health care and related services. Member information we collect will be treated as protected health information (PHI) under HIPAA. We collect and retain data for the purposes of:

- Care coordination and case management
- Campaigns or population-based activities
- Quality assessments
- MRA
- Improvement activities
- Reviewing performance of healthcare providers
- Cost utilization
- Admits and discharges

## **Legal Compliance**

Under certain circumstances, Guardian Health Services may be required to disclose your personal data if required to do so by law or in response to valid requests by public authorities (e.g. a court or government agency).

Guardian Health Services may disclose your personal data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the company
- Prevent or investigate possible wrongdoing in connection with the service
- Protect the personal safety of users of the service or the public
- Protect against legal liability

## **Data Usage and Sharing**

At Guardian Health Services, LLC, we take the privacy and security of your personal information seriously. We want to be transparent about how we use and share your data.

We use your personal information for internal purposes, including account management and improving our services. We may engage third-party service providers to assist with analytics. These providers are contractually obligated to handle your data securely and are prohibited from using it for any other purposes.

In the event of a merger, acquisition, or sale of all or portion of our assets, your personal information may be transferred to the acquiring entity. We will notify you and provide choices about any such transfer.

We may aggregate and anonymize data for statistical and analytical purposes. This data does not identify individual users and may be shared for research, analysis, or industry insights.

## **Security Measures**

At Guardian Health Services, LLC we are committed to maintaining the security and confidentiality of your personal information. We employ a variety of technical and organizational measures to safeguard your data from unauthorized access, disclosure, alteration, and destruction. The following are security measures we have implemented:

### **Encryption**

We use industry-standard encryption protocols to protect data transmission between your devices and our servers. This helps ensure the confidentiality of your information during online interactions.

### **Access Controls**

Access to your personal information is restricted to authorized personnel who require it for the purposes outlined in this Privacy Policy. Access controls, including user authentication and role-based permissions, are in place to prevent unauthorized access.

### **Firewalls and Intrusion Detection Systems**

We utilize firewalls and intrusion detection systems to monitor and block unauthorized access to our network. These security measures help protect against malicious activities and potential security threats.

### **Regular Security Assessments**

We conduct regular security assessments and audits to identify and address vulnerabilities in our systems. This proactive approach allows us to continuously enhance the security of our infrastructure.

### **Data Backups**

Regular backups of your data are performed to ensure data integrity and availability. This helps us recover information in the event of accidental loss or a security incident.

### **Employee Training**

Our employees undergo training on data security and privacy practices to ensure they understand their responsibilities and adhere to the highest standards of confidentiality.

We will continually assess and update our security practices to adapt to emerging threats and technologies.

## **Cookies and Tracking Technologies**

At Guardian Health Services, LLC, we use cookies and similar technologies to enhance your experience on our website or mobile applications, and to understand how you interact with our content. This section provides information about the types of cookies and tracking technologies we use and their purposes.

### **What are Cookies?**

Cookies are small text files that are stored on your device when you visit a website. They are widely used to make websites work more efficiently and to provide information to the website owners.

### **Types of Cookies We Use**

**Essential Cookies:** Necessary for the proper functioning of our website. They enable you to navigate our website and use its features.

**Performance Cookies:** Help us analyze how visitors interaction with our website. They provide information about the number of visitors, the pages viewed, and the sources of traffic. This helps us improve the performance of our website.

**Functionality Cookies:** Allows our website to remember the choices you make and provide enhanced features.

### **Managing Cookies**

You have the option to manage your cookie preferences. Most web browsers allow you to control cookies through their settings. You can usually find these settings in the “Options” or “preferences” menu of your browser. Please note that disabling certain cookies may affect the functionality of our website, and some features may not work as intended.

### **Cookie Consent**

By continuing to use our website, you consent to the use of cookies and tracking technologies described in this policy.

### **Privacy Policy Updates**

We may update this Privacy Policy from time to time to reflect changes in our technology, legal requirements, or other factors. When we make material changes to the policy, we will notify you by prominently posting a notice on our website.

This Privacy Policy was last updated on 2/20/2024. Any changes made to this policy will become effective on the date specified above.

By continuing to use our services after the effective date of any changes to this Privacy Policy, you agree to the revised terms.

We encourage you to periodically review this Privacy Policy to stay informed about how we are protecting your information. Your continued use of our services constitutes your acceptance of any changes or updates to this Privacy Policy.

### **Contact Us**

If you have any questions or concerns about the changes to this Privacy Policy, please contact us at [support@itsguardian.com](mailto:support@itsguardian.com).

We appreciate your trust in Guardian Health Services, LLC, and we are committed to maintaining the transparency and security of your personal information.