

True Medtests LLC Privacy Policy

Effective Date: July 26, 2025

True Medtests LLC ("True Medtests," "we," "us," or "our") is committed to protecting the privacy and security of your personal and health information. This Privacy Policy describes how we collect, use, disclose, and protect the information we obtain when you use our mobile diagnostic services. By using our services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect various types of information to provide and improve our services, including:

- **Personal Identifiable Information (PII):** This includes your name, address, date of birth, phone number, email address, and other contact details provided during booking or intake.
- **Health Information (Protected Health Information - PHI):** This includes information related to your physical or mental health, medical history, test results, and any other health-related data collected during the provision of our diagnostic services. This information is protected under the Health Insurance Portability and Accountability Act (HIPAA).
- **Payment Information:** Details necessary to process payments, such as credit/debit card numbers. This information is processed securely through third-party payment processors and is not stored on our servers.
- **Technical and Usage Information:** Information about how you access and use our website or services, including IP addresses, browser type, operating system, referral sources, pages viewed, and dates/times of access. This helps us improve our online presence and service delivery.

2. How We Collect Information

We collect information through various methods:

- **Directly from You:** When you book an appointment, complete an intake form, communicate with us via phone or email, or during the mobile collection process.
- **From Third Parties:** We may receive information from healthcare providers, laboratories, or other entities involved in your care, with your consent or as permitted by law.
- **Automatically:** Through cookies, web beacons, and similar technologies when you visit our website.

3. How We Use Your Information

We use the collected information for the following purposes:

- **To Provide Services:** To schedule and perform mobile diagnostic tests, process samples, deliver test results, and manage your appointments.
- **Communication:** To communicate with you about your appointments, test results, service updates, and respond to your inquiries.
- **Billing and Payment:** To process payments for services rendered and manage billing inquiries.
- **Service Improvement:** To analyze usage patterns, troubleshoot issues, and enhance the quality and efficiency of our services.
- **Legal and Compliance:** To comply with applicable laws, regulations (including HIPAA and CLIA standards), legal processes, and governmental requests.
- **Security:** To protect against fraud, unauthorized transactions, and other illegal activities.

4. Disclosure of Your Information

We may disclose your information in the following circumstances:

- **With Your Consent:** We will obtain your explicit consent before sharing your PHI with third parties not directly involved in your care or payment.
- **To Healthcare Providers and Laboratories:** To facilitate the processing of your tests and the delivery of results, we share necessary information with our partner laboratories and, if applicable, your referring healthcare provider.
- **For Payment Processing:** With third-party payment processors to complete transactions.
- **For Legal and Regulatory Purposes:** When required by law, court order, or governmental regulations, or to protect our rights, property, or safety, and that of our clients or others.
- **Business Transfers:** In connection with a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.
- **To Our Service Providers:** With trusted third-party vendors who perform services on our behalf (e.g., IT support, data storage), under strict confidentiality agreements.

We do not sell or rent your personal or health information to third parties for marketing purposes.

5. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, use, disclosure, alteration, or destruction. These measures include encryption, access controls, and secure data storage. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. Your Rights

Subject to applicable law, you may have the following rights regarding your personal and health information:

- **Access:** The right to request access to your health information.

- **Amendment:** The right to request amendments to your health information if you believe it is inaccurate or incomplete.
- **Disclosure Accounting:** The right to request an accounting of certain disclosures of your health information.
- **Restrictions:** The right to request restrictions on how your health information is used or disclosed.
- **Confidential Communications:** The right to request that we communicate with you about health matters in a certain way or at a certain location.
- **Complaints:** The right to file a complaint with us or with the U.S. Department of Health and Human Services if you believe your privacy rights have been violated.

To exercise any of these rights, please contact us using the information provided below.

7. Third-Party Links

Our website may contain links to third-party websites. This Privacy Policy does not apply to the practices of those third parties. We encourage you to review the privacy policies of any third-party sites you visit.

8. Children's Privacy

Our services are not intended for individuals under the age of 18 without parental or guardian consent. We do not knowingly collect personal information from children without appropriate consent.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post the updated policy on our website with a revised effective date. Your continued use of our services after any changes indicates your acceptance of the updated Privacy Policy.

10. Contact Us

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

True Medtests LLC

Email: info@truemedtests.com

Phone: (779) 204-0414

Jurisdiction: This Privacy Policy is governed by the laws of the State of Illinois, specifically within Winnebago County, and adheres to federal regulations such as HIPAA.