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ChatRx Data Collection and Usage Policy

1. Introduction

ChatRx is a telemedine business that is powered by the ChatMD registered medical device that collects and processes health-related data to provide AI-driven telemedicine services. ChatRx is committed to protecting user privacy, ensuring compliance with HIPAA, and maintaining transparency regarding data collection and usage.

2. Data We Collect

ChatRx collects the following types of data:

- **Health Information:** User-provided medical history, symptoms, and treatment preferences for AI-assisted diagnosis and prescription recommendations.
- **Device-Generated Data:** Information regarding ChatRx's functionality, including user interactions, device logs, and diagnostic outcomes.
- **User Profile Data:** Name, age, email, and other necessary account details.
- **Aggregated and De-Identified Metadata:** ChatRx may collect and analyze de-identified clinical usage data, including:
  - Symptom checker usage statistics.
  - Percentage of users who do not qualify for antibiotic prescriptions.
  - Safety monitoring metrics related to AI-driven treatment recommendations.
  - Trends in patient-reported outcomes and treatment efficacy.

3. How We Use the Data

The data collected by ChatRx is used to:

- Provide AI-assisted medical evaluations and treatment recommendations.
- Improve ChatRx's algorithm and ensure device accuracy.
- Maintain compliance with regulatory and security standards.
- Conduct **anonymized research and analysis to enhance medical outcomes.**
- **Publish safety data and clinical experience insights based on de-identified metadata, without personal health information (PHI) or personally identifiable information (PII).**

4. Who Has Access to the Data?

Access to ChatRx-collected data is highly restricted:

- **Authorized Healthcare Providers:** Only licensed providers involved in the user's care have access to health information.
- **ChatRx Technical Support Team:** Limited access is granted to troubleshoot issues, in compliance with HIPAA and security protocols.
- **Regulatory Authorities:** If required for compliance, auditing, or reporting under FDA and HIPAA regulations.
- **Public Reports & Research:** ChatRx may publish de-identified aggregated metadata related to service efficacy, antibiotic stewardship, and safety trends.

5. Tracking and Monitoring

ChatRx may utilize secure tracking tools to:

- Monitor device functionality and diagnose potential errors.
- Ensure compliance with security protocols.
- Provide users with relevant health insights.

ChatRx **does not** use cookies or third-party marketing trackers that access health information.

6. User Rights & Data Control

Users have full control over their health data, including the right to:

- Access and review their health records.
- Request data deletion, subject to legal and compliance requirements.
- Restrict or opt out of non-essential data collection.

For privacy inquiries, contact trust@chatrx.md