

Notice of Privacy Practices ChatRx

THIS NOTICE DESCRIBES HOW YOUR MEDICAL INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

At **ChatRx**, we are committed to protecting your privacy and ensuring that your personal health information remains confidential. This Notice of Privacy Practices (NPP) explains how we use, disclose, and protect your information, as required by the Health Insurance Portability and Accountability Act (HIPAA) and other applicable laws.

1. Your Health Information

When you use ChatRx, we collect and maintain certain health information about you, including but not limited to:

- Your name, date of birth, and contact information
- Your medical history, symptoms, and treatment information
- Any prescriptions provided to you

2. How We Use and Disclose Your Health Information

We may use and share your health information for the following purposes:

A. Treatment

We use your information to provide you with medical treatment and related services. This may include sharing information with licensed healthcare providers who review your symptoms and provide prescriptions or recommendations.

B. Payment

We may use your information to process payments for services you receive, through our payment gateways.

C. Healthcare Operations

We may use your information to improve our services, evaluate provider performance, and conduct internal audits or quality assessments.

D. Legal and Compliance Obligations

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We may disclose your health information when required by law, such as:

- Reporting to public health authorities
- Complying with legal proceedings or court orders
- Reporting suspected abuse, neglect, or other safety concerns

E. Other Disclosures

We may share your health information with third-party service providers who assist in providing our services, but only under strict confidentiality agreements.

3. Your Rights Regarding Your Health Information

You have the following rights concerning your health information:

A. Access and Copies

You have the right to request and receive a copy of your health records maintained by ChatRx.

B. Amendments

If you believe your health information is incorrect or incomplete, you may request an amendment.

C. Restrictions on Use and Disclosure

You have the right to request that we limit the use or disclosure of your information. While we will consider your request, we may not be able to comply in certain situations.

D. Confidential Communications

You have the right to request that we communicate with you through a preferred method (e.g., email or mail) to protect your privacy.

E. Accounting of Disclosures

You may request a list of instances where your health information has been shared for reasons other than treatment, payment, or healthcare operations.

F. Right to File a Complaint

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If you believe your privacy rights have been violated, you may file a complaint with us at ChatRx or with the U.S. Department of Health and Human Services. You will not be penalized for filing a complaint.

4. Our Responsibilities

ChatRx is required to:

- Maintain the privacy and security of your health information
- Provide you with this Notice of Privacy Practices
- Abide by the terms of this notice
- Notify you in the event of a breach that compromises your information

5. Changes to This Notice

We may update this notice from time to time. Any changes will be posted on our website, and the updated notice will indicate the effective date of the revision.

6. Contact Information

If you have questions about this notice or your rights, please contact us:

ChatRx Privacy Officer

trust@chatrx.md

By using ChatRx, you acknowledge that you have read and understand this Notice of Privacy Practices.