

ChatRx & ChatMD Data Processing Agreement (DPA) Policy & Statement

Introduction

At ChatRx and ChatMD, we prioritize the privacy and security of Protected Health Information (PHI). In compliance with the Health Insurance Portability and Accountability Act (HIPAA), this Data Processing Agreement (DPA) Policy & Statement outlines our commitment to safeguarding consumer data across both platforms.

1. Scope & Applicability

This policy applies to all data processing activities involving PHI collected, transmitted, or stored by ChatRx and ChatMD. It governs how we process data securely while ensuring compliance with HIPAA and applicable data protection laws.

- **ChatRx:** Provides telemedicine services and collects PHI from users.
- **ChatMD:** Functions as a Software as a Medical Device (SaMD) that processes PHI on behalf of ChatRx.

Both platforms operate in alignment to maintain the confidentiality, integrity, and availability of health data.

2. Data Processing Commitments

2.1 Data Collection & Handling

- ChatRx collects PHI for the purpose of providing telemedicine services.
- ChatMD processes this data strictly for operational and analytical purposes without providing direct medical care.
- PHI is not sold, rented, or used for unauthorized purposes.

2.2 Data Security Measures

- End-to-end encryption for PHI in transit and at rest.
- Multi-factor authentication (MFA) for access control.

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- Regular security audits and HIPAA compliance assessments.

2.3 Data Sharing & Third-Party Processors

- PHI is shared only with authorized parties under Business Associate Agreements (BAAs).
- Third-party service providers must comply with HIPAA security and privacy requirements.

2.4 Data Retention & Deletion

- PHI is retained only as necessary for service provision.
- Upon request or termination, PHI is securely deleted in accordance with HIPAA guidelines.

3. User Rights & Transparency

- **Right to Access:** Users can request access to their PHI.
- **Right to Correction:** Users can request corrections to inaccurate data.
- **Right to Deletion:** Users can request deletion of their PHI when no longer necessary.
- **Transparency:** Data processing workflows are documented and made available upon request.

4. Incident Response & Breach Notification

- ChatRx and ChatMD have established an incident response plan to address security breaches.
- In the event of a PHI breach, affected users will be notified within **24 hours** in compliance with HIPAA's Breach Notification Rule.
- Affected parties will be informed of remedial actions taken to mitigate risk.

5. Compliance & Governance

- Regular HIPAA compliance reviews and audits are conducted.
- Employees and contractors undergo HIPAA training to ensure compliance.

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- Our Trust Centers provide real-time updates on privacy policies and security measures.

6. Contact Information

For questions regarding this DPA Policy & Statement, users can contact:

- **ChatRx Privacy Office:** trust@chatrx.md
- **ChatMD Compliance Office:** trust@chatrx.md

7. Updates & Modifications

This DPA Policy & Statement is subject to periodic updates to reflect regulatory changes and improvements to our data protection practices. Users will be notified of significant changes.

By using ChatRx and ChatMD, users acknowledge their understanding and acceptance of this policy.