

# Privacy Policy

**Effective Date:** October 19, 2024

At **Comprehensive Healing Solutions LLC** ("we," "us," or "our"), your privacy is critically important to us. This Privacy Policy outlines how we collect, use, share, and safeguard your personal information when you interact with our website, telehealth services, wellness programs, and any other services we offer. We are committed to protecting your privacy and complying with relevant privacy laws and regulations.

By using our services, you agree to the collection and use of your information in accordance with this Privacy Policy.

## 1. Information We Collect

We collect a variety of personal information to provide you with our services effectively and efficiently. This includes:

- **Personal Identification Information:** Name, email address, phone number, postal address, date of birth, and other similar identifiers.
- **Health Information:** Information related to your health status, medical history, treatments, and other details you provide to us as part of our wellness and telehealth programs. This information is handled in compliance with HIPAA and other healthcare data privacy laws.
- **Payment and Billing Information:** Credit or debit card numbers, billing addresses, and other information necessary to process payments for our services.
- **Technical Information:** When you visit our website, we automatically collect technical information such as your IP address, browser type, operating system, and browsing behavior using cookies and similar technologies.
- **Communication Information:** Any records of your communications with us, including emails, phone calls, and messages, to provide customer support and improve our services.

## 2. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide and Manage Our Services:** Your information is essential for us to deliver the telehealth services, wellness programs, and other services you sign up for. We use your health data to tailor services to your specific needs and provide effective care.
- **Communication and Notifications:** We use your contact information to send you important updates, service notifications, confirmations of appointments, and any required administrative messages.
- **Payment Processing:** Your payment and billing information are used to process transactions for the services you receive. We do not store full credit card information on our servers; it is processed securely through third-party payment processors.
- **Service Improvement:** We may use aggregated or anonymized data to analyze the performance of our services and improve user experience. This includes analyzing website usage, feedback, and trends to enhance our offerings.

- **Compliance with Legal Obligations:** In certain circumstances, we may need to use or disclose your information to comply with applicable laws, regulations, court orders, or other legal processes.

### 3. Sharing Your Information

We are committed to protecting your privacy and will not sell or rent your personal information. However, we may share your data in the following ways:

- **With Service Providers:** We may share your information with third-party service providers who assist us in operating our website, providing telehealth services, managing our wellness programs, processing payments, and offering technical support. These service providers are obligated to maintain the confidentiality of your information and use it only for the purposes we specify.
- **With Healthcare Providers:** With your consent, we may share relevant health information with your healthcare providers to coordinate your care, facilitate treatments, or ensure that all aspects of your wellness program are integrated.
- **For Legal and Safety Purposes:** We may disclose your personal information to comply with legal requirements, respond to subpoenas, court orders, or legal processes, or protect the rights, safety, and property of Comprehensive Healing Solutions, our clients, or others.
- **Business Transfers:** In the event of a merger, acquisition, reorganization, or sale of assets, your personal information may be transferred as part of the transaction. We will notify you of any such change in ownership or control.

### 4. Data Security

We take the security of your personal information seriously and implement industry-standard security measures to protect your data from unauthorized access, alteration, disclosure, or destruction. These measures include:

- **Encryption:** We use encryption technology to protect sensitive information such as payment details and health data during transmission.
- **Access Controls:** We limit access to your personal information to authorized personnel only, ensuring that only those who need the information to perform their job functions have access.
- **Secure Storage:** Personal information is stored in secure, HIPAA-compliant servers with safeguards to prevent unauthorized access.

Despite our efforts, no method of transmission over the internet or method of electronic storage is completely secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee absolute security.

### 5. Your Rights Regarding Your Personal Data

You have several rights concerning the personal data we collect, including:

- **Right to Access:** You may request access to the personal data we hold about you and obtain a copy of it.

- **Right to Correct:** You have the right to correct any inaccurate or incomplete personal information we hold about you.
- **Right to Delete:** You can request the deletion of your personal data, subject to certain legal obligations.
- **Right to Data Portability:** You may request that we transfer your personal data to another service provider in a commonly used format.
- **Right to Withdraw Consent:** If you have provided consent for us to use your personal data, you can withdraw that consent at any time.
- **Right to Object to Marketing:** You can opt-out of receiving marketing communications from us by following the unsubscribe instructions in the emails or contacting us directly.

## 6. Use of Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to improve user experience, analyze website performance, and collect technical information. Cookies are small files stored on your device that allow us to recognize you and remember certain information, such as your login credentials.

You may manage your cookie preferences through your browser settings, although disabling cookies may affect the functionality of certain features on our website.

## 7. Links to Third-Party Websites

Our website may contain links to external websites that are not operated by us. We are not responsible for the content or privacy practices of third-party websites. We encourage you to review the privacy policies of these websites before providing any personal information.

## 8. Children's Privacy

Our services are not intended for use by children under the age of 18. We do not knowingly collect personal data from children. If we become aware that we have inadvertently collected personal data from a child, we will take steps to delete that information immediately.

## 9. Retention of Your Data

We retain your personal information only for as long as necessary to provide you with services, comply with legal obligations, resolve disputes, and enforce our agreements. Health-related information may be retained for a longer period in accordance with healthcare regulations.

## 10. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or comply with legal requirements. Any significant changes to the policy will be posted on this page with a revised "Effective Date." We encourage you to review this page regularly to stay informed about how we are protecting your information.

## 11. Contact Us

If you have any questions or concerns regarding this Privacy Policy, our data practices, or if you wish to exercise your privacy rights, please contact us at:

- **Comprehensive Healing Solutions LLC**
- **Address: 2360 E Calvada Blvd, Suite D, Pahrump, NV 89048**
- **Email: support@mychscare.com**
- **Phone: (775) 910-9168**

**Legal Compliance:** By using our services, you acknowledge that you have read and understood this Privacy Policy. We comply with all applicable privacy laws, including the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA), where applicable.