



Privacy Policy

Adaugo Healthcare Solutions ("Company," "we," "our," or "us") respects your privacy and is committed to protecting it through this policy. This Privacy Policy describes how we collect, use, retain, and disclose your personal data when you use our websites, applications, products, services, or SMS programs that link to this policy (collectively, the "Services").

By interacting with our Services, you agree to the collection, use, and sharing of your information as described below.

Information We Collect

We may collect the following categories of personal data:

- Account and contact information: name, address, email, phone number, login details.
- Payment information: credit card or bank account details (for billing purposes).
- Account history: transactions, purchases, and order history.
- Demographic information: age, gender, marital status, etc.
- Location information: general geographic location (state, city).
- Device and network information: IP address, device identifiers, browser type, operating system.
- Health-related information: when applicable, and in compliance with HIPAA.
- Images, recordings, or documents: if voluntarily provided.

We may also collect aggregated and technical data (e.g., usage statistics, website analytics) that do not directly identify you unless combined with personal data.

How We Collect Information

- Directly from you: when you register, request services, make payments, or communicate with us.
- Automatically: through cookies, device information, and similar technologies.
- From partners or service providers: such as vendors assisting with billing or communications.
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How We Use Your Information

We use your information to:

- Provide and improve our Services.
- Process payments and manage your account.
- Send important notices, including appointment reminders, updates, or security alerts.
- Communicate with you, including via SMS, email, or phone (with your consent where required).
- Comply with legal obligations, including HIPAA requirements when handling health-related data.
- Prevent fraud and ensure security.

SMS Program

- By opting in, you consent to receive SMS messages at the phone number provided. Messages may include service updates, appointment reminders, notifications, and promotional offers.
- Message frequency varies. Message and data rates may apply.
- You may opt out at any time by replying STOP. After opting out, you may still receive service-related texts necessary for your account or appointments.
- We do not sell or share your SMS opt-in data or phone number with third parties for marketing purposes.

Who We Share Your Information With

We may share your information:

- With our affiliates, service providers, and business partners who support our operations.
- With third parties in connection with mergers, acquisitions, or transfers of assets.
- To comply with legal obligations or protect rights, safety, and security.
- With your consent or as otherwise disclosed when you provide your information.

We do not sell your personal data.



Privacy Policy

Your Rights

Depending on your location, you may have rights to:

- Access and request a copy of your personal data.
- Correct inaccuracies.
- Request deletion of your data, subject to legal and healthcare record-keeping obligations.
- Opt out of targeted advertising or data sharing where applicable.

Residents of Oregon and other states with privacy laws may exercise these rights by contacting us (see Contact Information below). We will also honor valid Global Privacy Control (GPC) signals where legally required.

Data Retention

We retain your personal data only as long as necessary to provide Services, comply with legal obligations, and meet healthcare record-keeping requirements. At the end of the retention period, we securely delete or de-identify your data.

Security

We use administrative, physical, and technical safeguards to protect your data. However, no system is completely secure. Please protect your own account credentials and use caution when transmitting information electronically.

HIPAA Notice

When providing healthcare-related services, certain information we collect may be classified as Protected Health Information (PHI) under HIPAA. In such cases, we comply with HIPAA and our obligations as a covered entity or business associate. Our use and disclosure of PHI will also be governed by our HIPAA Notice of Privacy Practices (separate from this policy).

Changes to This Policy

We may update this policy from time to time. The latest version will always be posted here with a revised "Last Updated" date. Significant changes may also be communicated to you by email or SMS where required.

Contact Information

If you have questions, or to exercise your privacy rights, please contact us at:

Aduageo Healthcare Solutions

2460 SW Perkins Avenue

Pendleton, Oregon 97801

Email: privacy@adaugeohealthcare.com

Toll-Free: 844-620-6317

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