



## Privacy Policy

### Overview

Down There Health Care (“we,” “us,” or “our”) is committed to protecting your privacy and the confidentiality of your personal and health information. This Privacy Policy explains how we collect, use, protect, and disclose information when you use our services, including communications via text messages, voice calls, voicemail, and electronic communications.

### Information We Collect

We may collect personal information, protected health information (PHI), and communication data necessary to provide healthcare services, including names, contact information, medical history, diagnoses, prescriptions, images, documents, text messages, voice calls, voicemails, emails, and telehealth communications.

### HIPAA Compliance & Communication Security

All communications with Down There Health Care — including text messages, phone calls, voicemails, and electronic messages — are conducted using HIPAA-compliant systems and safeguards. Access to information is limited to authorized healthcare personnel only.

### Use of Communications

By providing your phone number or communicating electronically, you consent to receive healthcare-related communications which may include protected health information. Communications may be retained as part of your medical record. Message and data rates may apply.

### Information Sharing

We do not sell, rent, trade, or share your personal or health information. Information is only disclosed as necessary for treatment, healthcare operations, legal requirements, or to prevent serious harm, and always in compliance with HIPAA and applicable laws.

### Data Storage & Retention

Information is stored securely using HIPAA-compliant systems and retained in accordance with medical, legal, and regulatory requirements.

### Your Rights

You have the right to access your records, request corrections, request restrictions, request alternative communications, and file a privacy complaint without retaliation.

### Security Limitations

While strong safeguards are used, no electronic system can guarantee absolute security. Use of services acknowledges these inherent risks.

**Contact Information**

Down There Health Care

Email: [info@downtherehealth.com](mailto:info@downtherehealth.com)

Phone: (629) 217-0151

Patient Portal (Secure Messages): <https://dthc.clientsecure.me>

**Effective Date:** January 1, 2025