

Notice of Privacy practices

This Privacy Policy describes Our policies and procedures on the collection, use, and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use your Personal data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

- **Data Collection:** We will collect your name, email address, mailing address, and mobile phone number when you sign up for SMS updates. The information will be collected via the website contact form, email, rental agreement, or third-party reservation systems.
- **Data Usage:** We use your data solely for sending updates, appointment or delivery notifications, and reminders related to our products or services. (For example, Your appointment with Kalyan Medical is confirmed for August 28th, 2pm MST. To opt-out of from Kalyan Medical, please text CANCEL.)
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information as long as you are subscribed to our SMS service. You may request deletion at any time.
- **MESSAGE AND DATA RATES MAY APPLY.** Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- Messages are recurring, and message frequency varies.
- Contact Kalyan Medical at (602-805-4955) or kalyanmedmd@gmail.com for **HELP** or to **STOP** receiving messages.
- **Opt-Out:** You can opt out of the SMS list at any time by texting, emailing, or replying **STOP** or **CANCEL** to (Kalyan Medical) or (602-805-4955). After unsubscribing, you will receive a final SMS to confirm you have unsubscribed and we will remove your number from our list within 24 hours.
- You can send **HELP** for additional assistance, and you will receive a text including our Phone number, email and website. We are here to help you.
- **Non-Sharing Clause:** We do not share your data with third parties for marketing purposes. Kalyan Medical will not sell, rent, or share the collected mobile number.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review the information carefully. The Health Insurance Portability & Accountability Act of 1996 (HIPAA) is a federal program that requires that all medical records and other individually identifiable health information used or disclosed by us in any form, whether electronically, on paper, or orally, are kept properly confidential.

This Act give you, the patient, significant new rights to understand and control how your health information is used. HIPAA provides penalties for covered entities that misuse personal information.

As required by HIPAA, we have prepared this explanation of how we are required to maintain the privacy of your health information and how we may use and disclose your health information. We may use and disclose your medical records only for each of the following purposes: treatment, payment, and health care operations.

- Treatment means providing, coordinating, or managing health care and related services by one or more health care providers.
- Payment means such activities as obtaining reimbursement for services, confirming coverage, billing or collection activities, and utilizing review.
- Health care operations include the business aspects of running our practice, such as conducting quality assessment and improvement activities, auditing functions, cost management analysis, and customer service. We may also create and distribute de-identified health information by removing all references to individually identifiable information. We may contact you to provide appointment reminders or information about treatment alternatives or other health related benefits and services that may be of interest to you.

Any other uses and disclosures will be made only with your written authorization. You may revoke such authorization in writing and we are required to honor and abide by that written request, except to the extent that we have already taken actions relying on your authorization. You have the rights with respect to your protected health information, which you can exercise by presenting a written request to the Privacy Officer:

- The right to request restrictions on certain uses and disclosures of protected health information, including those related to disclosures to family members, other relatives, close personal friends, or any other person identified by you. We are, however, not required to agree to a requested restriction. If we do agree to a restriction, we must abide by it unless you agree in writing to remove it.
- The right to reasonable requests to receive confidential communications of protected health information from us by alternative means or at alternative locations.
- The right to inspect and copy your protected health information.
- The right to amend your protected health information.
- The right to receive an accounting of disclosures of protected health information.
- The right to obtain a paper copy of this notice from us upon request. We are required to maintain by law to maintain the privacy of your protected health information and to provide you with notice of our legal duties and privacy practices with respect to protected health information. We reserve the right to change the terms of our Notice of Privacy Practices and to make the new notice provisions effective for all protected health information that we maintain. We will post and you may request a written copy of a revised Notice of Privacy Practices from this office.

You have recourse if you feel that your privacy protections have been violated. You have the right to file a written complain with our office, or with the Department of Health & Human Services, Office of Civil Rights, about violations of the provisions of this notice or the policies and procedures of our office. We will not retaliate against you for filing a complaint.

Please contact us if you have any further questions. For more information about HIPAA: The U.S. Department of Health & Human Services Office of Civil Rights 200 Independent Avenue, S.W. Washington, D.C. 20201 (202) 619-0257 Toll Free: 1-877-696-6775

This notice applies to Shiven Chaudhry MD PC DBA Kalyan Medical. For more questions, please contact us.