

Privacy Policy for AlphaMed

Effective Date: 01/01/2025

At AlphaMed, we respect your privacy and are committed to protecting your personal and medical information. This Privacy Policy outlines how we collect, use, and protect your information when you use our non-emergency medical transportation services.

1. Information We Collect

We may collect the following types of personal and medical information:

- **Personal Identification Information:** Name, phone number, address, email address, and emergency contact details.
- **Medical Information:** Health conditions, mobility requirements, appointment details, and medical records necessary for your transportation.
- **Payment Information:** Billing address, payment card details, and insurance information (if applicable).
- **Location Information:** GPS data for scheduling and providing transportation services.

2. How We Use Your Information

We may use the collected information for the following purposes:

- To provide non-emergency medical transportation services.
- To communicate with you regarding your transport schedule, appointment updates, or changes to your service.
- To verify insurance or payment information.
- To ensure the safety and comfort of passengers during transport, including accommodating special medical needs.
- To comply with legal and regulatory requirements, including HIPAA compliance.

3. How We Protect Your Information

We implement a variety of security measures to maintain the safety of your personal and medical information. These measures include:

- Data encryption and secure storage.
- Limited access to authorized personnel only.
- Regular audits to ensure compliance with security standards.
- Use of secure servers and payment systems.

4. Sharing of Information

We may share your information in the following circumstances:

- **With Service Providers:** We may share your information with third-party providers who assist with transportation or provide support services related to your care (e.g., dispatchers, drivers).
- **For Legal Compliance:** We may disclose your information to comply with applicable laws, regulations, or legal processes, such as responding to government inquiries or legal claims.
- **With Your Consent:** We may share your information with your healthcare provider or insurance company if required for billing, coordination of care, or medical treatment.

We will not sell, trade, or otherwise share your personal or medical information for marketing purposes without your explicit consent.

5. Your Rights

You have the right to:

- **Access:** Request a copy of the personal and medical information we have about you.
- **Correct:** Update or correct your personal or medical information.
- **Delete:** Request that we delete your personal and medical information, subject to certain legal and regulatory restrictions.
- **Limit Use:** Request limits on how we use or disclose your information, especially sensitive medical data.

To exercise these rights, please contact us at [contact information].

6. Cookies and Tracking Technologies

We may use cookies or similar tracking technologies on our website to improve user experience and analyze site usage. You can adjust your browser settings to refuse cookies or alert you when cookies are being sent.

7. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children under 18. If you believe we have inadvertently collected such information, please contact us immediately, and we will take appropriate steps to delete it.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will update the 01/01/2025 at the top of this page. We encourage you to periodically review this Privacy Policy to stay informed about how we are protecting your information.

9. Contact Us

If you have any questions or concerns regarding this Privacy Policy or how we handle your personal and medical information, please contact us at:

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