

Privacy Policy

Effective Date: 1/1/2025

1. Introduction

M & J Medical Supply LLC ('we,' 'our,' or 'us') values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, share, and safeguard your information when you interact with us through our website, www.mjmedicalsupply.com, or in person at our physical location.

2. Information We Collect

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

- Customer contact details (name, address, phone number, email)
- Insurance information (policy numbers, coverage details, provider information)
- Payment information (credit/debit card numbers, billing information)
- Medical information related to products or services ordered
- Any other information necessary to process medical billing and related services

3. How We Use Your Information

Your information is used solely for legitimate business purposes, including:

- Processing orders and coordinating delivery
- Submitting claims and verifying insurance coverage
- Communicating with customers and healthcare providers
- Managing billing and payments
- Sending accounts to collections when necessary
- Maintaining compliance with applicable laws and healthcare regulations

4. Information Sharing and Disclosure

We may share your information only as necessary with:

- Insurance companies for billing, claim submission, and verification
- Physicians' offices for coordination of care and documentation
- Our collections agency, Kinum, for outstanding balances

We do not sell, rent, or lease personal information to any third parties for marketing purposes.

5. Data Security

We maintain appropriate administrative, technical, and physical safeguards to protect your personal and medical information from unauthorized access, use, or disclosure. Access to your information is limited to employees and partners who need it to perform their job duties.

6. Your Rights and Choices

You may request access to or correction of your personal information by contacting us directly. You may also request that we limit certain uses or disclosures where applicable under law.

7. Retention of Information

We retain your information for as long as necessary to fulfill the purposes described above or as required by law, including medical billing and recordkeeping regulations.

8. Updates to This Policy

We may update this Privacy Policy periodically. Any updates will be posted on our website with the revised effective date.

9. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact:

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Ravenna, Ohio
Phone: (330) 297-9450
Email: meganc@mjmedicalsupply.com
Website: www.mjmedicalsupply.com