# Doc Bee Well Privacy Policy

**Your privacy matters. Your trust matters even more.**

**Last Updated: 10/16/2026**

At Doc Bee Well, we believe healthcare should be accessible, personal, and built on trust. Protecting your personal and health information is an essential part of that commitment. This Privacy Policy explains what information we collect, how we use it, when we may share it, and the measures we take to help protect it.

We believe you deserve to understand how your information is handled through clear, straightforward communication. This policy applies to our website, scheduling services, patient communications, laboratory services, memberships, and associated digital tools.

Certain services, including You Bee Well, may have additional privacy notices addressing their specific information practices.

**Important:** This Privacy Policy does not replace our formal HIPAA Notice of Privacy Practices. Where HIPAA applies, your rights and our responsibilities are governed by applicable law and that notice.

## 1. Who We Are

Doc Bee Well is a physician-led, direct-pay medical practice operated by **Pacific Northwest Kaizen, PLLC**, based in Tacoma, Washington. We provide primary care through telehealth and in-person visits, along with laboratory services and other healthcare-related resources.

Our services include or may offer:

- Medical appointments and telehealth consultations.
- Preventive care and chronic disease management.

- Laboratory testing and related clinical services.
- Honey Bee membership services.
- Secure patient communications.
- Nurse Bee, our digital administrative and informational assistant.
- You Bee Well, our personal wellness and health engagement platform.

Healthcare services are provided only where our clinicians are appropriately licensed and authorized to practice. Our services are intended for adults age 18 and older.

**2. Information We Collect**

We collect information necessary to provide healthcare, administer our services, support secure operations, and meet applicable legal obligations. Depending on how you interact with Doc Bee Well, this information may include the following.

**Personal and contact information**

- Name, address, telephone number, and email address.
- Date of birth and other information used to verify identity.
- Appointment and communication preferences.
- Account and membership information.

**Health and medical information**

- Medical history and reported symptoms.
- Medications, allergies, and health conditions.
- Clinical notes and treatment information.
- Laboratory requests, selected tests, and results.
- Patient intake forms and consent documents.

- Communications related to healthcare services.

**Administrative and payment information**

- Appointment and scheduling information.
- Membership applications and enrollment records.
- Payment amounts and transaction status.
- Billing references and payment confirmations.
- Products or services purchased.

Payments may be processed through third-party payment providers, including Stripe. Depending on the transaction, information transmitted to a payment processor may include contact details, payment amounts, descriptions of purchased services or laboratory tests, and transaction references. We review these disclosures in accordance with applicable privacy requirements.

**Wellness information**

When you participate in supported wellness services, such as You Bee Well, information may include:

- Personal health measurements.
- Wellness goals and progress.
- Activity information.
- Reflections and check-ins.
- Coaching participation.
- Information voluntarily entered or explicitly shared from supported health services.

The separate You Bee Well Privacy Policy provides additional information about connected devices, permissions, information sharing, and available controls.

**Website and technical information**

Our websites and applications may process technical information such as:

- Internet Protocol (IP) addresses.
- Browser and device information.
- Cookies and similar identifiers.
- Website navigation and interactions.
- Referral and campaign information.
- Authentication and security events.
- Information needed to maintain website functionality and performance.

Some information is provided directly by you. Other information is generated automatically when you interact with our services.

**3. How We Use Your Information**

We use information to support the services you request and operate our practice.

This may include:

- Providing medical and telehealth care.
- Scheduling, managing, and confirming appointments.
- Reviewing intake forms and patient communications.
- Ordering, reviewing, and interpreting laboratory tests.
- Managing memberships and payments.
- Maintaining clinical and administrative records.
- Providing wellness and coaching features.
- Communicating important service information.
- Protecting accounts and information systems.
- Improving the accessibility and reliability of our services.

- Meeting legal, regulatory, and professional obligations.

Protected health information is used and disclosed according to applicable healthcare privacy laws and our HIPAA Notice of Privacy Practices.

**4. Nurse Bee and AI-Assisted Services**

Nurse Bee is Doc Bee Well's digital assistant. It supports educational, informational, and administrative interactions. Nurse Bee may help visitors understand available services, navigate scheduling, and communicate with the practice.

**Nurse Bee is not a substitute for professional medical judgment or an established physician-patient relationship.**

Messages submitted through Nurse Bee may contain personal or health-related information. Conversations may be retained, including message content, conversation identifiers, and information necessary to support continuity, security, and authorized administrative functions.

When clinically appropriate, relevant information may be incorporated into a medical record. Nurse Bee uses automated processing technologies, which may include locally operated language models and appropriately authorized external services.

Where external providers process protected health information on our behalf, their involvement must be consistent with applicable legal requirements and contractual protections. We use access restrictions and other safeguards intended to reduce unnecessary exposure of sensitive information.

Nurse Bee is not an emergency response or continuously monitored clinical service. For urgent medical concerns, contact an appropriate healthcare professional. For emergencies, call 911.

**5. You Bee Well and Personal Wellness Information**

You Bee Well is a personal wellness platform offered by Doc Bee Well. Its purpose is to help participating adults understand health information, establish achievable goals, reflect on progress, and access available coaching and wellness features.

Depending on the application version and individual permissions, You Bee Well may support:

- Personal health and wellness tracking.
- Goals and progress monitoring.
- Check-ins and reflections.
- Structured wellness pathways.
- Optional coaching.
- Connections to compatible health-information services.

Certain features may allow members to review health information from supported devices or applications. **Granting permission to access information on a device does not automatically authorize uploading that information to a You Bee Well account.** Where supported, transferring selected measurements to a Wellness account requires a separate authorization and explicit sharing action. Information accepted into a Wellness account may remain stored after device permission is withdrawn or a device is disconnected.

Removing device access does not automatically delete previously stored information. Information entered into You Bee Well is not a medical diagnosis or clinical assessment. Depending on its use and applicable law, certain wellness information may be subject to healthcare privacy and recordkeeping obligations.

Additional information about data collection, storage, permissions, access controls, and privacy requests will be available in the separate You Bee Well Privacy Policy. You Bee Well

is not intended to provide emergency monitoring, independent diagnosis, or automated medical treatment.

**6. Website Analytics and Advertising**

Doc Bee Well uses website analytics and may use advertising measurement technologies to better understand how visitors discover and interact with our services. These technologies may process information such as:

- Pages visited and website interactions.
- Browser and device characteristics.
- IP addresses and technical identifiers.
- Referral sources and advertising campaign identifiers.
- Information associated with website activity or completed transactions.

Certain information may be processed by third-party analytics, advertising, or website technology providers. The information available to these providers depends on the technology involved, the relevant website or service, and applicable privacy controls.

**We do not authorize the sale or use of protected health information for advertising in violation of applicable law.**

We maintain technical restrictions intended to reduce unnecessary disclosure of sensitive patient information. However, certain identifiers and combinations of information can potentially reveal or suggest health-related interests or activities. We evaluate these risks when implementing analytics and advertising technologies.

Where applicable law requires consent or authorization for particular collection, use, or disclosure, we will obtain it before the relevant processing occurs. Our use of analytics and advertising technologies remains subject to applicable privacy requirements.

**7. When We Share Information**

Doc Bee Well may share information when necessary to provide requested services, operate our practice, or comply with applicable law. Information may be shared with: **Healthcare professionals and service providers.** Appropriately authorized clinicians, laboratories, and other organizations involved in healthcare delivery.

**Practice and technology service providers**

Organizations supporting services such as:

- Electronic health records.
- Appointment scheduling.
- Laboratory testing and fulfillment.
- Payment processing.
- Secure communications and telehealth.
- Website hosting and infrastructure.
- Authentication and information security.
- Authorized administrative and technical operations.

Depending on the service, these providers may process information outside infrastructure directly controlled by Doc Bee Well. Where required, we use agreements and other safeguards governing the permitted handling of protected information.

**Legal and regulatory authorities**

We may disclose information when required or permitted by applicable law, including certain public health reports, mandatory reporting obligations, lawful legal processes, and other authorized disclosures. Where protected health information is involved, additional restrictions and requirements may apply.

**Doc Bee Well does not sell patient medical records or protected health information.**

We do not authorize third parties to use protected health information for purposes prohibited by applicable privacy laws.

**8. Your Privacy Rights**

You have rights concerning your personal and health information. Depending on the information involved and applicable law, these may include:

- Accessing your medical records.
- Requesting correction of inaccurate information.
- Requesting confidential communications.
- Requesting restrictions on certain uses or disclosures.
- Receiving an accounting of qualifying disclosures.
- Obtaining a copy of our HIPAA Notice of Privacy Practices.
- Requesting information about the handling of your personal information.
- Requesting deletion of information eligible for deletion.
- Filing a privacy complaint without retaliation.

Some rights and procedures vary depending on the information involved and the law that applies. Certain information may be subject to legally required or otherwise permitted retention.

**A request to delete wellness information does not automatically require deletion of medical records that must or may lawfully be retained.**

You may contact our practice using the information below to submit questions or requests concerning your information. We will review and respond to requests according to applicable legal requirements. You may also file complaints with the U.S. Department of Health and Human Services or applicable state authorities.

**9. Protecting Your Information**

We use administrative, technical, and physical safeguards intended to protect personal and health information. These measures include, as appropriate:

- Encrypted communications.
- Authentication and access controls.
- Restrictions on administrative and clinical access.
- Secure patient communication systems.
- Security monitoring and maintenance.
- Controls designed to prevent unauthorized access.
- Procedures for addressing security concerns.

Our systems may use a combination of locally managed infrastructure and trusted technology providers. Information transmitted through supported service providers may be processed on infrastructure outside our direct physical control. No electronic system or method of internet transmission can be guaranteed completely secure. If a reportable privacy or security breach occurs, we will provide notifications as required by applicable law.

**10. Information Retention and Deletion**

We retain information for purposes consistent with healthcare delivery, practice administration, security, and applicable legal obligations. Different categories of information may have different retention requirements.

Examples include:

- Medical records.
- Laboratory records and results.
- Appointment and intake records.
- Membership and transaction information.
- Administrative communications.

- Nurse Bee conversation history.
- Wellness measurements, goals, and coaching information.
- Consent and authorization records.
- Security logs and operational records.

Some information may be retained in historical records, backups, or systems operated by authorized service providers. Withdrawing consent for future collection or disconnecting a device does not necessarily delete information previously collected.

Individuals may request correction, access, or deletion where permitted by applicable law. Requests are evaluated according to the type of information involved, applicable retention obligations, and available rights. Where deletion is not legally required or information must be retained, we will explain applicable limitations as required by law.

**11. Children's Privacy**

Doc Bee Well provides services intended for adults age 18 and older. We do not knowingly solicit personal information from minors through our public healthcare and wellness services.

If we become aware that information has been submitted by a minor outside an authorized or legally required context, we will review the circumstances and take appropriate action consistent with applicable law.

**12. Third-Party Websites and Services**

Our websites and applications may link to external organizations, including laboratories, payment services, educational resources, and other healthcare-related resources. When you independently visit an external website, that organization's privacy practices may apply.

We encourage you to review the privacy information provided by those organizations. This section does not reduce our legal responsibilities when a third-party provider processes protected information on our behalf.

**13. Changes to This Policy**

We may update this Privacy Policy as our services, technology, and legal requirements evolve. When the policy changes, we will update the Last Updated date.

Where applicable law requires additional notice, consent, or authorization, we will provide or obtain it before implementing the relevant changes. The current version of this Privacy Policy will remain available through our website.

**14. Contact Information**

For questions about this Privacy Policy, our information practices, or your privacy rights, please contact:

**Doc Bee Well**
Operated by Pacific Northwest Kaizen, PLLC
1201 Pacific Avenue, Suite 646
Tacoma, WA 98402

**Phone:** 253-777-3919
**Email:** admin@docbeewell.com
**Website:** www.docbeewell.com

We welcome questions about how your information is handled and will respond to privacy concerns according to applicable requirements.

**Additional Privacy and Patient Rights Information**

The following documents provide additional information about your rights and our services.

**HIPAA Notice of Privacy Practices**

Our formal notice describing how protected health information may be used or disclosed, your rights, and our responsibilities under HIPAA. View HIPAA Notice of Privacy Practices

**Patient Rights and Responsibilities**

Information about patient rights, responsibilities, and applicable healthcare notices.

Patient Rights & Notices

**Telehealth Informed Consent**

Information about the benefits, limitations, and consent requirements associated with telehealth services.

Telehealth Informed Consent

**Financial and Appointment Policy**

Information about scheduling, payment responsibilities, cancellation policies, and related practice procedures.

Financial and Appointment Policy

**You Bee Well Privacy Policy**

Additional privacy information concerning personal wellness information, connected health services, device permissions, and data-sharing controls.

Privacy Policy

**Washington Consumer Health Data Privacy Policy**

Where applicable, additional information about consumer health data practices and rights under Washington law.

Washington Consumer Health Data Privacy Policy