



PRIVACY POLICY

Effective Date: **September 02, 2026**

Digital One Assist ("we," "our," or "us") is committed to protecting the privacy and security of our clients, website visitors, and partners. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, www.digitaloneassist.com, or utilize our virtual assistant solutions, including administrative, bookkeeping, real estate, property management, marketing, and medical virtual assistant services.

By accessing our website or using our services, you agree to the terms of this Privacy Policy.

1. INFORMATION WE COLLECT

We collect information that identifies, relates to, describes, or could reasonably be linked with a specific consumer or device ("personal information").

A. Information You Provide to Us

- **Contact and Business Data:** Name, business name, email address, phone number, and mailing address provided when you use our "Contact Us" form or sign up for a trial.
- **Account and Service Data:** Detailed information regarding your business operations, workflows, and service requirements provided during onboarding.
- **Financial and Billing Data:** Payment details provided when utilizing our "Payment Guide" gateway.

B. Information Collected Automatically

Cookies and Tracking Technologies: This website uses cookies to analyze website traffic and optimize your online experience. Automatically collected data includes your IP address, browser type, operating system, referring URLs, and interaction patterns on our site. Your data is aggregated with other user data to help us improve site functionality. You can adjust your browser settings to refuse cookies, though some features of the site may lose functionality.

2. MEDICAL VA SECURITY & PROTOCOLS (HIPAA COMPLIANCE)

Digital One Assist provides specialized medical virtual assistant services to healthcare practitioners and organizations across the United States. We treat medical and operational data with the highest level of confidentiality.

- **Direct-Access Architecture:** Our medical virtual assistants operate strictly via a remote direct-login framework. VAs log directly into our clients' own secure, designated software, electronic health record (EHR) systems, or practice management platforms.
- **No Local Data Storage:** Digital One Assist virtual assistants do not download, duplicate, or store patient health records, Protected Health Information (PHI), or local copies of client database records on local machines or company-owned hardware.
- **Regulatory Compliance:** Our processes are established to support and mirror the HIPAA compliance standards maintained by your medical practice.

3. HOW WE USE YOUR INFORMATION

We utilize the collected information for everyday business operations, including:

- Provisioning, managing, and scaling your virtual assistant solutions.
- Operating, maintaining, and analyzing our website performance.
- Processing payments and managing service subscriptions or trial tiers.
- Communicating with you regarding service updates, scheduling, or support inquiries.

Protecting our platform against fraudulent, unauthorized, or illegal activity.

4. SHARING YOUR INFORMATION

Digital One Assist does not sell, rent, or lease client or visitor personal information to third parties. We only share information under the following limited circumstances:

- **With Third-Party Service Providers:** We share necessary data with trusted vendors who perform essential functions on our behalf, such as website hosting platforms, email delivery systems, analytics providers, and secure payment processing networks.
- **For Legal Obligations:** We may disclose your information if required to do so by United States federal or state laws, law enforcement demands, or legal processes to protect our rights, safety, or property.

- **SMS/Text Messaging Information:** No mobile phone number, SMS opt-in, or text messaging consent information will be shared with or sold to third parties or affiliates for their own marketing or promotional purposes. SMS consent information will not be transferred to third parties or affiliates for the purpose of sending their own marketing or promotional text messages.

5. DATA SECURITY

We employ industry-standard administrative, technical, and physical security measures to protect your personal information from unauthorized access, loss, alteration, or misuse. However, please be aware that no transmission of data over the internet or wireless network can be guaranteed 100% secure.

6. YOUR U.S. PRIVACY RIGHTS

Depending on the state you reside in within the United States (such as California, Virginia, or Colorado), you may possess specific rights regarding your personal data. These rights generally include:

- **The Right to Know:** Request details about the categories and specific pieces of personal information we have collected about you.
- **The Right to Delete:** Request the deletion of personal information we have collected from you, subject to certain legal exceptions.
- **The Right to Correct:** Request corrections to inaccurate personal information maintained in our active business profiles.

To exercise any of these rights, please contact our administrative team using the details provided below.

7. SMS MESSAGING TERMS

Mobile phone numbers and SMS opt-in consent information collected by Digital One Assist will not be sold, rented, or shared with third parties or affiliates for their own marketing or promotional purposes. SMS consent is explicit, voluntary, and limited to the purposes described at the time of opt-in. We use SMS information only to communicate with you including service updates, scheduling, customer support, and promotional messages, as applicable. You may opt out at any time by replying **STOP**. For assistance, reply **HELP**. Message and data rates may apply.

8. CONTACT INFORMATION

If you have any questions, concerns, or requests regarding this Privacy Policy or how your data is handled, please reach out to us at:

Digital One Assist

Website: www.digitaloneassist.com

Email: admin@digitaloneassist.com

Telephone Number: 414-340-4411