



Trilogy One Mobile Application Privacy & Privacy Choices Policy

Effective Date: May 15, 2026

Last Updated: May 15, 2026

Policy URL: <https://trilogycareconnect.com/privacy>

Trilogy Care Connect, LLC ("Trilogy," "we," "us," or "our") is committed to protecting the privacy and security of our users. This Privacy and Privacy Choices Policy explains how the **Trilogy One** mobile application (the "App") collects, uses, discloses, and safeguards patient data.

The App serves as a patient-facing platform for individuals enrolled in a Remote Patient Monitoring (RPM) or clinical care program ordered by their healthcare provider. It enables patients to securely communicate with Trilogy's clinical care employees and transmit health metrics.

As a provider of healthcare technology services, Trilogy operates in strict compliance with federal and state healthcare guidelines, including the Health Insurance Portability and Accountability Act (HIPAA).

1. Information We Collect and How We Collect It

The App only collects information necessary to deliver clinical care services, facilitate communication, and support remote health monitoring.

A. Information Provided by Your Healthcare Provider

- **Account Provisioning Data:** Patients cannot self-register or create an account within the App. Accounts are created solely by Trilogy care managers on behalf of your ordering healthcare provider. This may include your name, date of birth, contact information, and baseline clinical profile.

B. Information Submitted Directly by the Patient

- **Health and Vital Metrics:** You may submit personal health data consistent with your RPM program (e.g., blood pressure, blood glucose levels, weight, pulse oximetry). This data can be entered manually by you or transmitted electronically from paired medical devices.
- **Profile Imagery:** You may optionally take or upload a profile picture of yourself. This is strictly used so that your care managers can visually identify you during care delivery.

- **Communications:** Any messages, questions, or text submitted via the App's secure messaging feature to communicate with your care team.

Device Permissions and Automatically Collected Data

To function correctly, the App requires specific native device permissions. We do not use these permissions to collect or store your private data for non-clinical purposes.

- **Bluetooth:** Used to scan for, connect to, and transmit data from compatible medical hardware (such as blood pressure cuffs, glucose monitors, or scales).
- **Location Services:** On certain mobile operating systems (such as Android), Location Services permissions are required by the OS to perform Bluetooth scanning for nearby devices. **Trilogy does not track, transmit, store, or view your physical location.** Location data remains entirely local to your device.
- **Camera and Photos/Media:** Used solely to allow you to take or upload a profile photo of yourself. The App does not access your photo library for any other reason and does not use the camera to capture clinical symptoms.
- **Notifications:** Used to deliver timely reminders related to your care plan, such as alerts to submit your daily device readings or notifications when a care manager replies to your messages.

2. How We Use Your Information

Trilogy uses the data collected through the App exclusively to:

- Facilitate secure, real-time communication between you and Trilogy's clinical care staff.
- Aggregate and display your RPM vitals and data for your care team.
- Manage, maintain, and optimize the App's performance.

3. Data Sharing and Disclosure

Your data is handled with the highest standard of medical confidentiality.



- **With Your Healthcare Team:** Your health metrics, profile photo, and communications are securely shared with your ordering physician and/or that physician's authorized clinical staff.
 - **With Secure Infrastructure Vendors:** Data processed by the App routes through a secure front-end infrastructure (Vercel) and is stored using secure cloud database services (Google Firestore). Trilogy maintains formal **Business Associate Agreements (BAAs)** with these infrastructure vendors as required by HIPAA to ensure industry-standard encryption, transmission, and storage security.
 - **Future Health Ecosystem Integrations:** Future iterations of the App may allow you to opt-in to syncing data with native platforms such as Apple Health (HealthKit) or Google Health Connect. This sync will only occur with your explicit, affirmative consent.
 - **No Commercial Sharing:** Trilogy **never** sells, rents, leases, or shares individual patient data with third parties for marketing, advertising, profiling, or behavioral targeting.
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4. Your Privacy Choices: Disenrollment and Account Termination

You maintain ultimate control over your participation in the care program.

- **Program Disenrollment:** You may choose to disenroll from the Remote Patient Monitoring or clinical care program at any time. To initiate disenrollment, you can message your care manager directly through the App or call Trilogy support. Additionally, your ordering physician may terminate the care program order at their clinical discretion.
 - **Account Deactivation:** Because accounts are provisioned directly by care managers on behalf of medical entities, patients cannot delete accounts manually. Upon disenrollment or termination of the program, your App login access will be immediately deactivated by a care manager.
 - **Data Retention and Destruction:** While your active App access can be terminated, Trilogy and your healthcare providers are strictly bound by state and federal legal guidelines (including HIPAA) concerning the retention of medical records. Clinical data and health records collected via the App will be securely stored for the duration of the legally mandated retention period and will be permanently and securely destroyed thereafter. Non-clinical app data will be flagged for removal upon account termination.
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5. Children's Privacy

The App is designed and intended strictly for adult patients enrolled in a clinical care program by their physician. The App does not intentionally collect information from children under the age of 13. Mobile app store age-rating systems are utilized to prevent unauthorized downloads by minors.

6. Security Statement

We implement robust administrative, physical, and technical safeguards designed to protect your personal health information. All data in transit and at rest is encrypted utilizing industry-standard cryptographic protocols in compliance with HIPAA security rules.

7. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy, your choices, or your data rights, please contact Trilogy Care Connect, LLC through any of the following channels:

- **Email:** info@trilogy-health.com
- **Phone:** +1 (601) 429-1176
- **Mailing Address:**

Trilogy Care Connect, LLC
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