

## PRIVACY NOTICE

This Privacy Policy for New England Integrated Primary Care (NEIPC) describes how and why we might collect, store, use, and share ("process") your information when you use our services, such as when you:

- Visit our website at <https://www.neipcare.com> or any website of ours that links to this privacy notice
- Engage with us in other related ways, including healthcare services, any sales, or events.

### 1. Information Collection

We collect personal information that you voluntarily provide to us when registering, making appointments, or contacting us. This may include your name, contact information, health information, health insurance, and payment details.

### 2. Use of Information

The information we collect is used to provide and improve our services, process transactions, communicate with you, and comply with legal requirements. We may use your contact information to send you updates and important notifications.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- To deliver and facilitate the delivery of services to the user. We may process your information to provide you with the requested service.
- To respond to user inquiries/offer support to users. We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- To send administrative information to you. We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.
- To fulfill and manage your orders. We may process your information to fulfill and manage your orders, payments, returns, and exchanges made through the Services.
- To protect our Services. We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.
- To comply with our legal obligations. We may process your information to comply with our legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.

### 3. Information Sharing

We respect your privacy and as such, we do not share your personal information with third parties, except as required by law or with your explicit consent. We may share information with our service providers who assist us in delivering our services, under strict confidentiality agreements.

***SMS COMMUNICATIONS:*** We do not share any individual's consent to receive SMS from NEIPC with third parties or affiliate companies for marketing purposes.

Phone numbers collected with SMS consent will not be sold, rented, or shared with third parties or affiliates for marketing purposes under any circumstances.

## **SMS COMMUNICATION POLICY**

### **1. Introduction**

Welcome to New England Integrated Primary Care [NEIPC]. These Terms and Conditions (T&C) govern your use of our platform and services. By accessing or using our service you agree to comply with these terms. NEIPC collects your name and phone number to send you text message updates. We only use this information for messaging purposes as described in this policy.

### **2. Acceptance of Terms**

By accessing or using our service, you acknowledge that you have read, understood, and agreed to these T&C. If you do not agree, please do not use our service.

### **3. User Responsibilities and Conduct**

Users are expected to:

- Use the platform in a lawful manner.
- Respect other users and refrain from abusive behavior.
- Avoid any activities that may cause harm to the platform or its users.
- Not engage in any form of illegal activity.

### **4. Intellectual Property Rights**

All content, trademarks, copyrights, and other intellectual property on the platform are owned by NEIPC or its licensors. Users are granted a limited, non-exclusive right to use the content for personal, non-commercial purposes.

### **5. Account Information and Security**

Users must provide accurate information during account setup. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

### **6. Payment Terms (if applicable)**

If your service involves payment, please review the following:

- Payment details, including accepted payment methods and billing cycles.
- Refund policies, if applicable.
- Consequences of non-payment, such as account suspension.

### **7. Privacy and Data Collection**

Our Privacy Policy explains how we collect, use, and protect your data. By using our service, you consent to our data practices.

### **8. Consent for SMS Communication**

Information obtained or phone numbers as part of the SMS consent process are not shared with third parties or affiliate companies for marketing purposes.

We do not share any individual's consent to receive SMS from NEIPC with third parties or affiliate companies for marketing purposes.

Phone numbers collected with SMS consent will not be sold, rented, or shared with third parties or affiliates for marketing purposes under any circumstances.

#### 9. Types of SMS Communications

If you have consented to receive text messages from NEIPC, you may receive text messages like:

- a. Appointment reminders
- b. Account information changes
- c. Insurance eligibility and plan coverage
- d. Copays, coinsurance, and deductibles
- e. Healthcare events
- f. Prescription refill and insurance authorization
- g. Other related information

#### 10. Frequency

The frequency of messages you may receive from NEIPC may vary.

#### 11. Opt\_in

You may opt-in to receive SMS messages from NEIPC by signing our Consent to Receive SMS Form found at this link: Forms-Consent to Receive SMS.

#### 12. Standard Messaging Disclosures

- a. Message and data rates may apply

- b. Opt\_out

Once you opt-in and initiate a conversation through text messages, an opt-out language will always be sent to you, so you always have the option to opt-out at any time from NEIPC. Once you opt-out, no further communication will be sent to you.

You can opt-out at any time by texting 'STOP.'

- c. For assistance, text 'HELP' or visit our Privacy Policy URL <https://neipcare.com/privacy-1>

#### **14. Limitation of Liability**

NEIPC is not liable for any direct, indirect, incidental, or consequential damages arising from your use of the platform.

#### **15. Termination or Suspension of Services**

We reserve the right to terminate or suspend user accounts at our discretion, particularly if users violate these T&C.

#### **16. Governing Law and Dispute Resolution**

These T&C are governed by the laws of the State of Connecticut. Any disputes will be resolved through mediation or arbitration, as outlined in our dispute resolution process.

#### **17. Changes to Terms**

We may update these T&C from time to time. Users will be notified of any changes and continued use of the service constitutes acceptance of the updated terms.

#### **18. Data Security**

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse. However, no security measures are completely foolproof.

#### **19. Access and Control**

You have the right to access and update your personal information. If you wish to review or correct your information, please contact us at the provided contact details.

For NEIPC's Notice of Health Information Privacy (Your Information, Your Rights, and Our Responsibilities) follow the link: [Medical Information Privacy](#)

#### **20. Cookies and Tracking Technologies**

We may use cookies and other tracking technologies to enhance your experience. You can set your browser to refuse cookies, but this may affect the functionality of our services.

#### **21. Changes to the Privacy Policy**

We may update this privacy policy periodically. Any changes will be posted on our website, and we encourage you to review them regularly.

#### **22. Contact Information**

If you have any questions or concerns about our Terms and Conditions or Privacy Policy, please contact us at [admin@neiprimcare.com](mailto:admin@neiprimcare.com) or (203) 467-2102.