WEBSITE PRIVACY POLICY

Resolve MD Primary Care
2026

Resolve MD respects your privacy. This policy explains how we collect, use, and disclose information through **www.resolvemd.org**

Our separate **[HIPAA Notice of Privacy Practice - link on this website page]** describes our practices concerning protected health information. When information collected through this website is protected by HIPAA or another applicable confidentiality law, those protections apply.

Information we collect

Depending on how you use our website, we may collect:

- **Information you provide:** Your name, email address, telephone number, and information you submit through a contact form or other website feature.
- **Technical information:** Your IP address, browser type, device information, pages visited, and the date and time of your visit.
- **Cookie information:** Information collected through cookies or similar technologies, as described below.

Please provide only the information needed for your inquiry. Do not submit medical records, symptoms, insurance details, Social Security numbers, or other sensitive information through our general contact form. Existing patients should use our secure patient portal for clinical communications.

How we use information

We may use information to:

- Respond to questions and requests.
- Communicate about appointments and practice services.
- Operate, maintain, and secure our website.
- Identify technical problems and prevent misuse.
- Understand website use, if the analytics tools identified below are enabled.
- Meet applicable legal obligations.

Submitting a contact form requests a response to your inquiry. It does not, by itself, authorize unrelated marketing communications or establish a clinician–patient relationship.

When we disclose information

We may disclose information:

- **To service providers:** Companies helping us host the website, process forms, deliver communications, or provide other website functions, subject to applicable legal requirements.
- **At your direction:** When you request or authorize a disclosure.
- **For legal and safety purposes:** When required by law or otherwise legally permitted to address security incidents, fraud, threats, or legal proceedings.
- **During a business transition:** In connection with a merger, acquisition, or transfer of the practice, subject to applicable confidentiality requirements.

We do not use this policy as permission to disclose protected health information for purposes that require a separate authorization.

Website tools, cookies, and tracking

Our website uses the following services:

- **Website hosting:** [Provider]
- **Contact-form processing:** [Provider]
- **Scheduling or patient portal:** [Provider, or “Not offered through this website”]
- **Analytics:** [Provider and purpose, or “None”]
- **Advertising pixels, session recording, or similar tracking:** [Identify tools and purposes, or “None”]
- **Sale or sharing for targeted advertising:** [Describe actual practices, or “We do not sell personal information or share it for targeted advertising.”]

Cookies may support website functions, remember preferences, or collect usage information, depending on the tools listed above.

You can manage cookies through your browser settings and any cookie controls available on our website. Blocking certain cookies may affect website functionality. Where applicable law requires consent for a technology or use of information, we obtain that consent before proceeding.

Email, forms, and text messages

Ordinary email and general website forms may carry privacy risks. Please use our designated secure channels for sensitive health information.

If you request communication by email or text, we may respond using that method as permitted by law. Any consent required for marketing texts, automated communications, or other regulated communications will be obtained separately where required.

The website contact form is not intended for emergencies. For a medical emergency, call 911.

How long we keep information

We retain website information for as long as reasonably necessary to address your inquiry, provide requested services, maintain security, and satisfy applicable legal obligations. Information incorporated into a medical record is subject to applicable medical-record retention requirements.

Security

We use reasonable administrative, technical, and physical safeguards appropriate to the information we maintain. No website or electronic transmission can be guaranteed completely secure.

Your privacy choices

You may contact us to ask about information you submitted or to request access, correction, or deletion. We will evaluate requests under applicable law. Some information must be retained for medical-record, legal, or other permitted purposes.

Where applicable law provides additional privacy rights, we will honor those rights and provide any required process for appealing a denied request. We will not unlawfully discriminate against you for exercising an applicable privacy right.

For rights concerning your protected health information, please review our HIPAA Notice of Privacy Practices.

Children’s privacy

This website is intended for general information and communication with our practice. It is not intended for children under 13 to independently submit personal information. Parents or legal guardians may contact us regarding a child’s care.

If you believe a child under 13 submitted information without appropriate permission, contact us. We will address it consistent with applicable law and any medical-record obligations.

Links to other services

Our website may link to patient portals, scheduling services, payment processors, or other websites. Those services may have their own privacy policies. Please review them before submitting information.

Changes to this policy

We may update this policy as our website or practices change. We will post the revised policy with an updated effective date and provide additional notice or obtain consent when required by law.

Contact us

For questions or privacy requests, contact:

[Practice Name]
Privacy contact: Kane Banaria
Telephone: 443-249-2339
Email:info@resolvemd.org

Please do not include sensitive medical information in ordinary email.