

Privacy Policy

Guided Care Quality Solutions

Effective Date: August 3, 2026

Introduction

Guided Care Quality Solutions ("Company," "we," "our," or "us") values your privacy and is committed to protecting the personal information you provide through our website and services. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or engage with our services.

By using our website, you consent to the collection and use of information in accordance with this Privacy Policy.

Information We Collect

We may collect personal information that you voluntarily provide, including:

- Name
- Email address
- Phone number
- Company or organization name
- Mailing address
- Information submitted through contact forms
- Information provided during consultations, inquiries, or service engagements

Information Collected Automatically

When you visit our website, we may automatically collect certain information, including:

- IP address
- Browser type
- Operating system
- Pages viewed
- Date and time of visits
- Referring website addresses
- Device information

This information helps us improve our website and user experience.

How We Use Your Information

We may use information we collect to:

- Respond to inquiries and requests
- Provide consulting and professional services
- Communicate regarding appointments, contracts, or projects
- Improve website functionality and performance
- Send administrative updates
- Comply with legal and regulatory obligations
- Protect against fraud or unauthorized activities

Healthcare Information and HIPAA

Guided Care Quality Solutions may work with healthcare organizations and professionals. We understand the importance of protecting sensitive healthcare information.

When acting as a Business Associate or service provider to covered healthcare entities, we will handle Protected Health Information (PHI) in accordance with applicable laws, contractual obligations, and HIPAA requirements.

Our website is not intended for the submission of PHI unless specifically authorized through secure and approved channels.

Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Improve website functionality
- Analyze website traffic
- Enhance user experience
- Remember user preferences

You may modify your browser settings to refuse cookies; however, some website features may not function properly.

How We Share Information

We do not sell personal information.

We may share information in the following circumstances:

- With service providers assisting in website hosting, analytics, communication, or business operations
- To comply with applicable laws, regulations, court orders, or legal processes
- To protect the rights, safety, and security of our business, clients, and users
- In connection with a business merger, acquisition, or sale of assets

All third-party service providers are expected to maintain appropriate confidentiality and security safeguards.

Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, use, disclosure, alteration, or destruction.

While we strive to protect your information, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

Data Retention

We retain personal information only as long as necessary to:

- Fulfill the purposes outlined in this Privacy Policy
- Comply with legal and regulatory requirements
- Resolve disputes
- Enforce our agreements

When information is no longer required, we will securely delete or dispose of it in accordance with applicable laws.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of external websites. We encourage users to review the privacy policies of those third parties.

Your Privacy Rights

Depending on your location and applicable law, you may have rights regarding your personal information, including:

- Access to your personal information
- Correction of inaccurate information
- Deletion of personal information
- Restriction of certain processing activities
- Objection to marketing communications

To exercise these rights, please contact us using the information below.

Children's Privacy

Our website and services are not directed to children under the age of 13. We do not knowingly collect personal information from children. If we learn that information has been collected from a child without appropriate consent, we will promptly delete it.

Google Analytics

Analytics Services

Our website may use Google Analytics to collect information regarding website usage and visitor interactions.

Google Analytics may collect information such as:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on pages

- Referring websites

This information is used to analyze website performance and improve user experience.

You may learn more about Google's privacy practices at:

<https://policies.google.com/privacy>

You may opt out of Google Analytics by visiting:

<https://tools.google.com/dlpage/gaoptout>

Facebook/Meta Pixel

Advertising and Tracking Technologies

Our website may utilize Meta Pixel (formerly Facebook Pixel) and similar technologies to measure advertising effectiveness and improve marketing efforts.

Meta Pixel may collect information regarding:

- Website activities
- Device information
- Browser information
- Advertising interactions

This information may be shared with Meta Platforms, Inc. according to Meta's privacy policies.

Users may manage advertising preferences through their Facebook account settings.

For more information, visit:

<https://www.facebook.com/privacy/policy>

Email Marketing Communications

Marketing Emails

With your consent, Guided Care Quality Solutions may send newsletters, educational materials, service updates, promotional content, and other business communications.

You may unsubscribe from marketing emails at any time by:

- Clicking the "unsubscribe" link in any email
- Contacting us directly

Please note that transactional or service-related communications may still be sent when necessary.

We do not sell email addresses or subscriber information to third parties.

Online Scheduling Tools

Appointment Scheduling

Our website may provide online appointment scheduling through secure third-party scheduling vendors.

When scheduling appointments, we may collect:

- Name
- Contact information
- Appointment preferences
- Organization or employer information

Scheduling providers are contractually required to safeguard personal information and use it only for authorized business purposes.

Users should avoid including detailed medical information within appointment notes unless specifically requested.

Payment Processing

If payments are accepted through our website, payment transactions are processed by reputable third-party payment processors.

We do not store complete credit card numbers, banking information, or payment authentication credentials on our servers.

Payment processors may collect information necessary to complete transactions, including:

- Billing information

- Payment card details
- Transaction history

Such information is governed by the privacy and security policies of the applicable payment processor.

Client Portals

Secure Client Access

Guided Care Quality Solutions may provide secure client portals for communication, project management, document sharing, or other business services.

Users are responsible for:

- Maintaining confidentiality of login credentials
- Protecting account access
- Promptly notifying us of unauthorized use

We reserve the right to suspend or terminate portal access where misuse, security concerns, or legal requirements arise.

Telehealth and Virtual Services

Virtual Consultations

Where telehealth, virtual meetings, remote assessments, or online consulting services are offered, we use commercially reasonable safeguards and, when applicable, HIPAA-compliant technologies designed to protect confidential information.

Users acknowledge that no internet-based communication system can be guaranteed completely secure.

Participants are encouraged to:

- Attend sessions in private locations
 - Maintain secure internet connections
 - Protect personal devices from unauthorized access
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HIPAA-Compliant File Sharing and Electronic Communications

Secure File Transmission

Guided Care Quality Solutions may utilize encrypted, HIPAA-compliant file-sharing platforms and document management systems for transmitting confidential information.

When secure file-sharing systems are used:

- Data may be encrypted at rest and in transit
- Access controls may restrict authorized users
- Activity logging may be utilized for security monitoring

Users should follow all instructions regarding secure document uploads and downloads.

Electronic Communications

Although we take reasonable measures to protect sensitive information, standard email and text messaging may present security risks.

Unless otherwise agreed upon, individuals should not transmit PHI or other highly sensitive information through unsecured communication channels.

Texas Consumer Privacy Rights

Residents of certain states may have rights concerning their personal information, including rights to access, correct, delete, or obtain information regarding personal data collected about them.

Requests may be submitted by contacting us using the information provided below.

We will respond to requests in accordance with applicable laws and regulations.

Third-Party Service Providers and Vendor Data Sharing

Guided Care Quality Solutions may share personal information with trusted third-party vendors, contractors, consultants, and service providers that assist us in operating our business and delivering services. Such vendors may have access to information only as necessary to perform services on our behalf and are contractually obligated to maintain appropriate confidentiality, privacy, and security protections.

Examples of third-party service providers may include:

- Website hosting providers
 - Cloud storage and data management platforms
 - Customer relationship management (CRM) systems
 - Email marketing providers
 - Online scheduling and appointment management systems
 - Payment processors
 - Analytics providers, including Google Analytics
 - Advertising and marketing platforms, including Meta/Facebook
 - Telehealth and virtual meeting platforms
 - Secure client portal providers
 - HIPAA-compliant file sharing and document management services
 - Professional advisors, including legal, accounting, and compliance consultants
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HIPAA-Protected Information and Business Associates

Where a vendor may create, receive, maintain, or transmit Protected Health Information (PHI) on our behalf, Guided Care Quality Solutions will seek to ensure that appropriate safeguards are implemented and, when required by law, execute a Business Associate Agreement (BAA) with such vendor.

We do not permit vendors to use PHI for their own marketing, advertising, or commercial purposes.

No Sale of Personal Information

Guided Care Quality Solutions does not sell, rent, lease, or trade personal information, client information, or Protected Health Information to third parties for monetary compensation or independent marketing purposes.

Service Provider Data Use

Our service providers may use personal information only to:

- Deliver contracted services
- Process transactions
- Maintain and secure systems
- Provide customer support
- Analyze website performance and usage
- Comply with legal obligations

Service providers are prohibited from using personal information for purposes inconsistent with this Privacy Policy except as permitted by applicable law.

Disclosure Required by Law

We may disclose personal information or Protected Health Information when required to do so by law, regulation, court order, subpoena, governmental request, or other legal process, or when we believe disclosure is necessary to:

- Comply with legal obligations
 - Protect the rights, safety, or property of Guided Care Quality Solutions
 - Investigate suspected fraud, security incidents, or unlawful activities
 - Protect clients, patients, users, or the public
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International Service Providers

Some service providers may store or process information on servers located outside the state of Texas or outside the United States. When such transfers occur, we take reasonable steps to ensure that appropriate privacy and security protections remain in place consistent with applicable laws and contractual obligations.

Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.

Your continued use of the website after changes are posted constitutes acceptance of the revised Privacy Policy.

Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact:

Guided Care Quality Solutions

Fort Worth, Texas

Email: information@guidedcarequality.com

Phone: 682-200-9503

Website: www.guidedcarequality.com