



Privacy Policy

Effective Date: 1 January 2026

1. Purpose

This Privacy Policy explains how Beacon Health (“the Practice,” “we,” or “us”) collects, uses, stores, and protects patient information in accordance with Bahamian law, professional medical ethics, and internationally accepted privacy standards.

We are committed to safeguarding personal and medical information with appropriate administrative, technical, and physical protections.

2. Information We Collect

We may collect and store the following categories of information:

Personal Identifying Information

- Name, Date of birth, Address, Phone number, Email address and Emergency contact information

Medical Information.

- Medical history, Examination findings, Diagnoses and treatment plans, Laboratory results, Imaging reports, Prescriptions and Telehealth session documentation.

Billing & Payment Information

- Billing address, Transaction amount, Payment confirmation details and Membership enrollment records.

Important:

Beacon Health does not store full credit card numbers, CVV codes, or expiration dates on our website, EMR, or local systems.

3. Use of Information

Patient information is used strictly for:

- Diagnosis and treatment
- Care coordination and referrals
- Scheduling and appointment management
- Membership management
- Billing and payment processing
- Legal, regulatory, and professional obligations

We do not sell personal or medical information.

4. Electronic Medical Records (EMR)

Medical records are stored within a secure Electronic Medical Record (EMR) system.

- Access is limited to the physician and authorized staff.
- Systems are password-protected and access-controlled.
- Information is retained in accordance with applicable medical record retention standards.
- Physical records, if maintained, are stored in secure, locked locations.

5. Payment Processing & Card Security

Card payments are processed through a secure, PCI-compliant third-party payment gateway.

- Cardholder data is entered directly into the gateway’s secure environment.



- Beacon Health does not collect, transmit, or store full card numbers or CVV codes.
- For recurring memberships, payment credentials are tokenized and securely stored by the payment processor.
- The Practice retains only transaction references and confirmation details necessary for reconciliation.

6. Telehealth & Electronic Communication

Telehealth services involve electronic transmission of medical information.

We may use:

- Secure telemedicine platforms
- Telephone communication
- Email
- WhatsApp (for administrative or consented communications)

Patients acknowledge that electronic communication carries inherent privacy risks despite reasonable safeguards.

By using telehealth services or electronic communication, patients consent to these communication methods.

7. Confidentiality & Disclosure

Medical information is not shared without patient consent except when:

- Required by Bahamian law
- Necessary to prevent serious harm to the patient or others
- Required for emergency care
- Necessary for billing and payment processing

Only the minimum necessary information is disclosed in all circumstances.

Third-party service providers (such as EMR vendors and payment processors) are required to maintain appropriate security measures.

8. Website Data & Cookies

Our website may collect limited non-medical information such as:

- IP address
- Browser type
- Pages visited

This information is used for website functionality, analytics, and security.

We do not use website data for advertising based on medical information.

9. Data Security

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

However, no electronic system can guarantee absolute security.

10. Patient Rights

Patients may:

- Request access to their medical records
- Request correction of inaccurate information



- Withdraw consent for non-essential communications

Requests must be submitted in writing and may require identity verification.

11. Insurance & Third-Party Reimbursement

As a private-pay practice, Beacon Health does not bill insurance directly.

Submission of claims to insurance providers is the responsibility of the patient. Denied reimbursement does not alter payment obligations to the Practice.

12. Retention of Information

Medical and billing records are retained in accordance with applicable laws, regulatory requirements, and professional standards.

13. Changes to This Policy

This Privacy Policy may be updated periodically. Updates will be posted on this page with a revised effective date.

14. Contact Information

If you have questions regarding this Privacy Policy, please contact:

Beacon Health

info@beaconhealth.net

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