

Privacy Policy

Effective date: 12/01/2025

Heal Wheel LLC is committed to protecting the privacy and security of your personal information. This Privacy Policy explains what information we collect, how we use it, how we protect it, and your rights regarding your data. By using our website or transportation services, you agree to the practices described in this policy.

Information We Collect

A. Personal Identification Information

We may collect the following when you book a ride, submit a form, or contact us:

- Name
- Phone number
- Email address
- Home or facility address
- Emergency contact information

B. Ride & Service Information

To schedule and complete transportation, we collect:

- Pickup and drop-off addresses
- Appointment dates and times
- Facility or provider name (if applicable)
- Mobility needs (e.g., wheelchair, walker, assistance level)
- Notes needed for safe transportation (e.g., “needs door-through-door assistance”)

C. Payment Information

We may collect:

- Credit/debit card information (processed and stored only through a secure PCI-compliant provider)
- Billing address
- Transaction history
- Cancellation or no-show charges

We do not store or process card numbers on our servers.

D. Communications

We may collect:

- Email communications
- Text messages or phone calls
- Website form submissions
- Feedback or inquiries

E. Website & Device Data

Collected automatically for analytics and security:

- IP address
- Browser and device type
- Pages visited on our website
- Cookies and usage behavior

F. Limited Health-Related Information

We do not collect medical diagnoses or clinical records.

We may collect minimal health-related information (see our HIPAA policy below) only if needed to provide safe transportation, such as:

- Mobility status
- Assistive device usage
- Escort or supervision needs

How We Use Your Information

We use the information we collect to:

- Provide, schedule, and manage transportation services
- Verify identity and contact you regarding trips
- Process payments, invoices, and receipts
- Communicate ride confirmations and updates
- Improve our website and customer experience
- Ensure safety of passengers and drivers
- Comply with legal, billing, or regulatory obligations

How We Share Your Information

We may share your information with:

A. Service Providers

- Payment processors (PCI-compliant)
- Scheduling or dispatching software services
- IT and website service vendors

B. Healthcare or Senior Care Facilities

Only if required to coordinate drop-off, pickup, or safety.

C. Legal or Safety Requirements

We may disclose information if required by law, court order, or to prevent safety risks.

We never sell or rent your personal information.

Cookies & Tracking Technologies

Our website may use cookies or similar tools to:

- Improve functionality
- Analyze traffic
- Enhance user experience

You can disable cookies in your browser settings, though some site features may not function properly.

Data Security

We use administrative, technical, and physical safeguards to protect your information, including:

- Encrypted payment processing
- Secure servers
- Restricted access to personal information
- Regular system monitoring

While no system can be guaranteed 100% secure, we maintain industry-standard protections.

Children's Privacy

Our services are not directed to children who require car seats or booster seats.

We do not knowingly collect information from children without parental or guardian consent.

Your Rights

Depending on your location, you may have the right to:

- Access your personal information
- Request corrections
- Request deletion, where legally permissible
- Opt out of marketing communications
- Request a copy of your stored information

To exercise your rights, contact us at the information below.

Data Retention

We retain information only as long as necessary to:

- Provide services
- Comply with legal obligations
- Resolve disputes
- Maintain business records

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices or content.

Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page along with the updated “Effective Date.”

HIPAA Compliance Notice

Heal Wheel LLC is committed to protecting your privacy. Any health-related information shared with us is used only to coordinate and provide safe transportation services. We safeguard all personal and health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and do not share your information with anyone except as required to deliver services or comply with the law.

Notice of Non-Discrimination

Heal Wheel does not discriminate on the basis of race, color, national origin, age, disability, or sex. We provide accessible and respectful service to every client.

Contact Us

If you have questions or wish to exercise your privacy rights, please contact us:

Heal Wheel LLC
Email: sales@healwheelllc.com

Phone: (206) 797-7300

Address: 1162 NE Park Dr, Issaquah WA 98029