

Privacy Policy for Air-MedAssist Services:

Section 1: Information Collection

We are committed to collecting and using information responsibly and transparently. Below is an outline of the types of information we collect and how it is gathered:

1.1 Information You Provide to Us:

When You use the Website, You may voluntarily provide Us with information, including but not limited to:

- Your name, contact details (such as phone number and email address), and address.
- Medical information necessary to fulfill service requests or evaluate eligibility for our services.
- Any other data You submit through forms, inquiries, or other means of communication on the Website.

This information is collected to provide You with the requested services, respond to inquiries, and ensure compliance with legal requirements.

1.2 Information Received from Third Parties:

We may receive information about You from third parties, such as referral partners, medical providers, or other service affiliates involved in Your service request. This may include:

- Additional medical details or travel requirements related to Your case.
- Contact information shared by a third party with Your consent.

If this information is combined with the data You provide directly, We will treat the combined data as Personal Information under this Privacy Policy.

1.3 Information Collected Automatically:

When You visit the Website, certain technical and usage data is automatically collected, such as:

- **Device Information:** Unique device identifiers, browser type, operating system, and hardware settings.
- **Usage Data:** Pages visited, time spent on the Website, and clickstream data.
- **Location Data:** General geographic location derived from IP address or device settings.

This data is collected using cookies, web beacons, or similar technologies to enhance Your experience, improve the functionality of the Website, and analyze trends. You can manage cookie preferences through browser settings or by utilizing opt-out mechanisms provided on the Website.

1.4 Sensitive Data Collection:

If We collect sensitive data, including medical information, it is solely for the purpose of providing Our specialized services. Such data will only be collected with Your explicit consent and handled in strict accordance with privacy laws.

1.5 Data Aggregation:

We may aggregate non-identifiable information across Users to improve Our Website and services. This aggregated data does not identify individual Users and may be used for analytics, reporting, or marketing purposes.

Section 2: Use of Information

2.1 Personal Information:

In the course of using Our Website, We may collect Personal Information that identifies You as an individual and can be used to contact or identify You. We are committed to using Your Personal Information only in ways that comply with applicable privacy laws and Your explicit consent. The information collected may be used for the following purposes:

- **Provide and Improve Services:**

- Provide and improve the functionality of the Website, fulfill Your service requests, address inquiries, verify information You provide, and ensure compliance with internal business processes and applicable laws.
- **Administrative and Promotional Communications:**
- Contact You with mandatory administrative communications regarding Your account or transactions. With Your explicit consent, We may also send promotional offers, marketing communications, and other information that may interest You. You can opt out of receiving marketing communications at any time by following the opt-out instructions provided in the communication or by contacting Us directly.
- **Tailored Content and Offers:**
- Customize the Website experience by tailoring Content, offers, and information to suit Your preferences based on non-sensitive data. We will obtain Your explicit consent before using sensitive data, including medical or health-related data, for personalization.
- **Business Relationships:**
- Manage and enhance Our business relationship with You or, if applicable, the organization or entity You represent, including processing and responding to inquiries, service requests, or complaints.
- **Legal Compliance and Protection:**
- Comply with Applicable Laws and regulations, including conducting investigations, protecting the rights and property of the Website or its Users, and addressing activities deemed fraudulent, illegal, or harmful. Information may also be shared with law enforcement or regulatory bodies where legally required.

Section 3: Data Retention

We are committed to retaining and safeguarding Your information in accordance with privacy laws and best practices. Below is an explanation of our data retention policies:

3.1 Data Retention Period

We retain Your Personal Information for as long as necessary to fulfill the purposes for which it was collected, including:

- Maintaining an active account with Us.
- Providing services You requested or fulfilling contractual obligations.

- Meeting legal, regulatory, tax, or accounting requirements.

If You request the deletion of Your information, We will honor the request unless retention is required for the purposes listed above or as otherwise permitted or required by applicable law. Information may also be retained in backups for business continuity and security purposes.

3.2 Data Retention During Corporate Changes

In the event of a corporate transaction, such as a merger, acquisition, sale, or transfer of assets, Your Personal Information may be transferred to the new entity or party in control. The new entity will be required to comply with the same data protection obligations outlined in this Privacy Policy.

3.3 International Data Transfers

Your data may be transferred to and stored in locations outside Your country of residence, including outside the European Economic Area (EEA). We implement safeguards to ensure that international transfers comply with applicable laws, such as:

- Transferring data to countries deemed to have adequate data protection by the European Commission.
- Implementing standard contractual clauses approved by relevant regulatory authorities.

You can contact Us for more information about the specific safeguards in place for cross-border data transfers.

Section 4: Data Sharing and Disclosure

We are committed to protecting Your privacy and ensuring that Your Personal Information is shared only when necessary and in compliance with applicable laws. Below are the circumstances under which Your Personal Information may be shared:

4.1 Legal Compliance

We may share Your Personal Information to:

- Comply with Applicable Laws, regulations, or legal processes, such as subpoenas, court orders, or government requests.

- Respond to lawful inquiries or demands by public authorities, including to meet national security or law enforcement requirements.

4.2 Protection and Enforcement

Your information may be disclosed when necessary to:

- Investigate and prevent potential violations of Our Terms of Service.
- Address suspected fraud or security threats.
- Protect the rights, safety, and property of Our company, Users, or others.
- Provide evidence in legal proceedings.

4.3 Service Providers and Affiliates

We may share Your Personal Information with trusted third parties or affiliates who provide services on Our behalf, including but not limited to:

- Payment processing and transaction facilitation.
- Data analysis and technical support.
- Customer service and user support.
- Marketing and communication services.

These third parties are obligated to protect Your Personal Information and only use it in accordance with Our instructions and applicable laws.

4.4 Business Ownership Transfers

In the event of a business reorganization, merger, sale, acquisition, or transfer of assets, Your Personal Information may be transferred to the new owner or successor. The recipient of such data will be bound by the terms of this Privacy Policy or a substantially similar policy.

4.5 With Your Consent

We may share Your Personal Information for purposes not described in this Privacy Policy, but only with Your explicit consent.

4.6 SMS Disclaimer

SMS consent or phone numbers collected for SMS purposes will not be shared under any circumstances for marketing purposes.

Section 5: Cookies and Similar Technologies

We use Cookies and similar technologies to enhance Your experience on Our Website and provide tailored content and services. Below is an overview of how these technologies are utilized:

5.1 What Are Cookies?

Cookies are small data files that may include an anonymous unique identifier. These files are stored on Your device's web browser when You visit Our Website. Cookies help Us:

- Understand how You use Our Website.
- Personalize and improve Your browsing experience.
- Deliver content and services that match Your preferences.

5.2 Managing Cookies

You can manage or refuse the use of Cookies through Your web browser settings. However, please note that disabling Cookies may result in certain features of the Website becoming inaccessible or not functioning properly.

5.3 Third-Party Cookies

We may work with third-party service providers who also use Cookies or similar technologies to:

- Provide analytics and performance insights.
- Deliver advertisements based on Your browsing activity.

These third-party providers have their own privacy policies governing the use of Cookies.

5.4 Consent to Use Cookies

By using Our Website, You consent to the use of Cookies and similar technologies as described in this Privacy Policy.

Section 6. SMS Terms and Privacy

At Air-MedAssist, we value your privacy and transparency in communication. This section explains how we use your phone number for SMS communication and how you can manage these communications.

- **6.1 SMS Communications**

By providing your phone number, you consent to receive SMS messages from Air-MedAssist regarding:

- Service updates
- Appointment reminders
- Quotes
- Promotional offers

You may receive multiple messages depending on your interactions with our services.

- **6.2 Opt-In Process**

When you submit your phone number, you explicitly consent to receive SMS messages. We will always ask for your consent before sending SMS messages, such as confirming your phone number during service bookings.

- **6.3 Opt-Out Instructions**

You can opt out of receiving SMS messages at any time by replying “STOP” to any SMS message you receive from us.

If you need assistance, reply “HELP” or contact our customer support at 470-826-4725.

- **6.4 Data Protection**

We take the privacy and security of your phone number seriously. Your phone number will only be used for communications related to Air-MedAssist services and will not be shared with third parties without your explicit consent, except as required by law.

- **6.5 Carrier Message & Data Rates**

Standard message and data rates may apply depending on your mobile carrier and plan.

Section 7: Confidentiality and Security

7.1 Commitment to Confidentiality

We value Your privacy and take the confidentiality of Your Personal Information seriously. To this end:

- **No Selling of Information:** We do not sell, trade, or rent Users' Personal Information to third parties.
- **Sharing of Aggregated Data:** We may share aggregated demographic information that is not linked to any personally identifiable information with Our partners and affiliates for research, analytics, or business development purposes.

7.2 Measures to Secure Your Information

We implement reasonable administrative, technical, and physical safeguards to protect Your Personal Information from unauthorized access, use, disclosure, or loss. However, please note:

- **No Absolute Security:** While We strive to secure Your information, no method of transmission over the internet or electronic storage is 100% secure.
- **Limitation of Liability:** We shall not be held liable for security breaches beyond Our reasonable control, including those resulting from cyberattacks, force majeure events, or third-party negligence.

7.3 Your Role in Ensuring Security

To help keep Your information secure, We encourage You to:

- Use strong, unique passwords for any accounts associated with Our Website.
- Notify Us immediately if You suspect any unauthorized access to Your Personal Information.

Section 8: Other Websites

The Website may contain links to third-party websites for Your convenience or informational purposes. Please note:

8.1 Independent Privacy Practices

- These third-party websites operate independently and are governed by their own privacy policies, terms, and security measures.
- We encourage You to review the privacy policies of any third-party websites You visit, as their practices may differ from Ours.

8.2 Disclaimer of Responsibility

- Air-MedAssist is not responsible for the privacy policies, security measures, or practices of third-party websites.
- We disclaim any liability for the actions, content, or data-handling practices of third-party websites accessed through links on Our Website.

Section 9: Changes to the Privacy Policy

9.1 Notification of Changes

- We reserve the right to update or modify this Privacy Policy at any time to reflect changes in Our practices or applicable laws.

9.2 Posting and Effective Date

- Any updates to this Privacy Policy will be posted on this page, along with a revised "Last Updated" date.

9.3 Acceptance of Changes

- By continuing to use the Website after changes to this Privacy Policy are posted, You acknowledge and accept the modifications.

9.4 User Awareness

- We encourage You to review this Privacy Policy periodically to stay informed about how We are protecting the Personal Information We collect.

Section 10: Acceptance of Terms

10.1 User Acknowledgment

- By accessing or using the Website, You acknowledge and agree to the terms outlined in this Privacy Policy.

10.2 Continued Use

- Continued use of the Website after any changes to this Privacy Policy will be considered as Your acceptance of those changes.

10.3 Responsibility to Review

- We encourage You to review this Privacy Policy regularly to stay informed about how Your personal data is being handled.

Section 11: Contact Information

For any inquiries, comments, or concerns regarding the Website or this Privacy Policy, please reach out to Us at:

Email: admin@air-medassist.com

Phone: 470-826-4725

