

## **Health Hub Clinic – Website Privacy Policy**

Last Updated: December 12, 2025

The Health Hub, LLC dba Health Hub Clinic (“Health Hub,” “we,” “our,” or “us”) values your privacy. This Website Privacy Policy explains how we collect, use, disclose, and protect information collected through our website, including HealthHubClinic.com and any related online services (collectively, the “Website”). This Policy applies to website and digital interactions only and does not replace or modify our Notice of Privacy Practices governing protected health information (“PHI”).

### **Who We Are and Relationship to HIPAA.**

Health Hub is a healthcare provider committed to delivering compassionate care and is a HIPAA-covered entity. Information you submit in connection with receiving medical care, including through our patient portal or secure intake forms, may constitute PHI and is governed by our HIPAA Notice of Privacy Practices (“NPP”), not this Website Privacy Policy. A copy of our NPP is available on our website or upon request.

### **Information We Collect**

#### Information You Provide.

We may collect information you voluntarily provide through the Website, including when you:

- Request or schedule appointments;
- Submit inquiries or questions;
- Use chat or chatbot features;
- Sign up for newsletters or communications;
- Create or access an account; or
- Submit information through forms.

Depending on the context, this information may include your name, contact information, appointment details, and other information you choose to provide.

#### Patient Portal and Medical Information.

Our Website may provide access to an embedded patient portal hosted by a third-party provider. Information submitted through the patient portal or secure medical forms is governed by our HIPAA Notice of Privacy Practices and the portal provider’s terms and privacy policies.

#### Automatically Collected Information.

When you visit our Website, we may automatically collect certain technical information, such as IP address, browser type, device information, pages visited, access times, and referring URLs. This information helps us understand how visitors use our Website.

### **Cookies and Tracking Technologies**

We use cookies and similar technologies to support Website functionality, analyze usage trends, and improve performance. Cookies may be set by us or by third-party service providers, such as analytics or marketing vendors. You can control or disable cookies through your browser settings; however, doing so may affect Website functionality.

### **How We Use Information**

We may use information collected through the Website to:

- Respond to inquiries and appointment requests;

- Provide and improve Website functionality;
- Communicate with you about services, events, and updates;
- Send newsletters and marketing communications (with opt-out options);
- Monitor and analyze Website usage and trends;
- Maintain security and prevent misuse; and
- Comply with applicable laws and regulations.

## **Communications and Marketing**

If you provide your email address or contact information, we may send you newsletters, promotional communications, or service-related messages. You may opt out of marketing emails at any time by using the unsubscribe link included in such communications.

Health Hub may offer SMS or text message communications, such as appointment reminders or informational messages. Participation in text messaging programs will be voluntary, and additional data rates, terms and consent requirements may apply.

## **Disclosure of Information**

We may share website-related information with third-party service providers who assist with website hosting, analytics, communications, or other business functions. These providers are authorized to use information only as necessary to perform services on our behalf.

## **We do not sell personal information.**

## **California Privacy Rights**

If you are a California resident, you may have additional rights under the California Consumer Privacy Act and California Privacy Rights Act (CCPA/CPRA), including the right to request access to, correction of, or deletion of certain personal information we collect through the Website. Health Hub does not sell or share personal information for cross-context behavioral advertising. Requests may be submitted using the contact information below.

## **Data Security**

We use reasonable administrative, technical, and physical safeguards designed to protect information collected through the Website. However, no website or electronic transmission is completely secure, and we cannot guarantee absolute security.

## **Children's Privacy**

The Website is intended for a general audience. We do not knowingly collect personal information from children under the age of 13 through the Website except as part of providing healthcare services governed by HIPAA. If we become aware that personal information has been collected from a child under 13 outside of healthcare services, we will take appropriate steps to delete it.

## **Changes to This Policy**

We may update this Website Privacy Policy from time to time. Changes will be effective when posted, and the "Last Updated" date above will reflect the most recent version.

## **Contact Us**

If you have questions about this Website Privacy Policy or our privacy practices, please contact us at: [Info@HealthHubClinic.com](mailto:Info@HealthHubClinic.com)