**Effective Date:** 02/01/2025

At Replenishrx Concierge, we are committed to protecting your privacy and ensuring a secure online experience. This Privacy Policy outlines the types of personal information we collect, how we use it, and the steps we take to safeguard it when you use our mobile IV hydration and weight loss management services.

**1. Information We Collect**

We collect personal information when you interact with our services, including but not limited to:

* **Personal Identification Information**: Name, phone number, email address, address, date of birth, emergency contact details, and medical history.
* **Health Information**: Details regarding your medical conditions, medications, allergies, weight loss goals, and any other health-related information relevant to our services.
* **Payment Information**: Credit card details, payment history, and billing information.
* **Device Information**: If using our mobile app, we may collect information about your device, such as device type, operating system, IP address, and location data (if you enable location services).
* **Service Usage Data**: Information about the services you request, your interaction with our team, and feedback you provide.

**2. How We Use Your Information**

We use the information we collect for the following purposes:

* **Providing Services**: To deliver the mobile IV hydration and or weight loss management services you request, including medical consultations, treatments, and follow-ups.
* **Communication**: To respond to your inquiries, confirm appointments, send reminders, and provide customer support.
* **Payment Processing**: To process payments for services rendered and manage billing and account information.
* **Improvement of Services**: To enhance our services, improve customer experience, and analyze trends in service usage.
* **Legal and Compliance**: To comply with legal obligations, protect your health and safety, and ensure adherence to healthcare regulations (e.g., HIPAA in the U.S.).

**3. Sharing Your Information**

We do not sell or rent your personal information to third parties. However, we may share your data in the following situations:

* **Healthcare Providers**: With your consent, we may share your health information with doctors, nurses, or other medical professionals who are involved in your care.
* **Service Providers**: We may share your information with third-party service providers who assist in operating our business, such as payment processors, scheduling platforms, or technology providers. These third parties are required to protect your information and use it only for the purposes specified by us.
* **Legal Requirements**: We may disclose your information if required by law or in response to a valid legal request, such as a subpoena or court order.

**4. Data Security**

We take reasonable measures to protect your personal information from unauthorized access, disclosure, or alteration. We employ industry-standard encryption, secure data storage, and access control procedures. However, no method of data transmission over the internet is 100% secure, and we cannot guarantee absolute security.

**5. Retention of Information**

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

**6. Your Rights and Choices**

You have the following rights regarding your personal information:

* **Access**: You can request a copy of the personal information we hold about you.
* **Correction**: You can request corrections to any inaccurate or incomplete information.
* **Deletion**: You can request that we delete your personal information, subject to certain exceptions (such as when required by law).
* **Opt-Out**: You can opt out of marketing communications at any time by following the unsubscribe instructions in our emails or by contacting us directly.

To exercise any of these rights, please contact us at [contact information].

**7. Children’s Privacy**

Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children. If we learn that we have inadvertently collected personal information from a child under 13, we will take steps to delete that information.

**8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the revised policy will be effective as of the date it is posted. We encourage you to review this policy periodically for any updates.

**9. Contact Us**

If you have any questions or concerns about this Privacy Policy, or if you would like to exercise your rights regarding your personal information, please contact us at:

Replenishrx Concierge LLC
Phone: 954-406-6833
Email: Shon@replenishrx-concierge.com