



Website Privacy Policy and Agreement

Candor Care, PLLC is a professional limited liability company managed by physician Soumya Prasad, MD (“Candor Care”). Candor Care (also the “Company”) provides telemedicine health care services to patients within the state of West Virginia.

Please note: This Privacy Policy and Agreement is for visiting and browsing Candor Care’s website. Prior to coordinating direct patient care with a Candor Care physician, the Patient, Parent or Guardian must be confirmed and agree to Candor Care policies and procedures.

Candor Care is committed to protecting personal and health information and rights to privacy. This Privacy Policy covers only information and data collected through the Candor Care website and not individual patient care, which is referenced under separate patient forms and practice policies. If an End-user has any questions or concerns about this Privacy Policy, or Candor Care’s practices with regards to personal information, please contact Candor Care, as set forth below.

When visiting Candor Care’s website <http://candorcure.org>, and requesting and receiving Candor Care’s telemedicine services, the End-user or Patient, Parent or Guardian entrusts Candor Care with personal and health information. Candor Care takes patient privacy seriously. In this Privacy Policy and Agreement, the terms and conditions provide the End-user with the types of information collected, how it may be used and the End-user’s rights to the information. Please read this document carefully, as it is important. Candor Care has engaged with third-party entities to provide certain technical, data, administrative and patient-file platforms. If there are any terms or conditions in this Website Privacy Policy and Agreement to which the End-user does not consent or agree with, he or she must discontinue use of the Website and services.

This Website Privacy Policy and Agreement applies to all information collected through the website, and/or any related health and telemedicine services. (the "Services"). The terms “End-user”, “Patient”, “Parent” and “Guardian” are defined in the Website Terms and Conditions set forth within the Candor Care website.

Please read this Website Privacy Policy and Agreement carefully as it will help you make informed decisions about sharing personal and health information with Candor Care.

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1. WHAT INFORMATION WILL CANDOR CARE COLLECT?

Candor Care will obtain personal and health information necessary to provide high quality and patient-centered telemedicine care in the same manner as required for in-person physician-patient treatment.

Candor Care collects personal and health information that is voluntarily provided when an End-user accesses the website for telemedicine health care services and expresses an interest in obtaining information about Services.

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Personally-Identifiable Information (PII). Candor Care may collect, with the end-user consent, personally identifiable information (PII) for an appointment, prospective telemedicine services and/or to subscribe for resources. The PII may include a guardian's, parent's and child's names, birth certificate, adoption/ foster care certificate, phone numbers and email addresses along with non-PII information such as a zip code and cookie data information. Cookie data are short computer codes, web beacons and other non-PII stored on a computer browser which is collected for informational data, marketing and other commercial purposes. Candor Care does not, at this time, actively use cookie data.

Account Access Information. Candor Care will collect the End-user's name, verified phone number, password and similar security information for verification and authentication and access purposes, as may be necessary to provide patient health care and treatment.

Payment Data. Candor Care will collect data necessary to process payments, including but not limited to a payment instrument number (a credit card number), the security code associated with your payment instrument and health insurance group, plan and coding information.

Login Data. All personal information that you provide Candor Care must be true, complete and accurate, and you must notify the Company of any changes to such personal information.

Online Identifiers. We collect devices, tools and protocols, such as IP (Internet Protocol) addresses, cookie identifiers, or others such as the ones used for analytics and marketing, device's geolocation, and other similar data.

2. HOW DOES CANDOR CARE USE INFORMATION?

Candor Care will process personal and health information with the goal of providing high quality, personal and patient-centered health care and treatment and in compliance with required legal obligations and industry-standard protocols.

Candor Care will use personal and health information for the purposes of providing high quality, patient-centered telemedicine health care, and insurance and payment information for the sole purpose of ensuring payment for the telemedicine health care treatment provided.

Candor Care will use login in and authorization information to ensure parental, guardian and patient identity, to facilitate account processing, to address technical applications and maintenance and technical system repairs and modifications, if any, and as otherwise necessary to ensure high-quality, patient-centered care and treatment is provided.

- **Candor Care will not use identifiable personal information or PII without your consent.**

3. WILL PERSONAL AND/OR HEALTH INFORMATION BE SHARED WITH ANYONE?

Candor Care only shares information, with your consent and in order to comply with laws, to provide you with high quality and patient-centered telemedicine healthcare, to protect your rights, and/or to fulfill healthcare obligations. All PII is subject to restricted, internal access only and is secured by Candor Care's files or third-party technical platforms.

All Personal Health Information (PHI) is subject to a separate patient-centered file, policies and laws, as required by the Health Insurance Portability and Accountability Act of 1996, as amended.

Candor Care may process or share PII or PHI only as required by and in compliance with federal and state laws and based on the following basis:

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- Consent: Candor Care may share a Patient's health information, if the Patient, Parent or legal Guardian has given specific consent for the purpose of treatment.
- Legal Obligations: Candor Care may disclose your information if legally required to do so in order to comply with applicable laws, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- Vital Interests: Candor Care may disclose your information if it is necessary or required to investigate, prevent, or take action regarding potential violations of law or suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation.

4. HOW LONG DOES CANDOR CARE KEEP YOUR RECORDS AND INFORMATION?

Candor Care will keep your records and information for as long as necessary to fulfill the purposes of providing the telemedicine health care and as otherwise required according to professional medical industry standards and laws.

5. HOW DOES CANDOR CARE KEEP PERSONAL AND PATIENT INFORMATION SAFE?

Candor Care agrees to use appropriate safeguards to prevent use or disclosure of patient information for purposes other than the Patient's health care. Specifically, Candor Care will implement administrative, physical and technical safeguards to reasonably and appropriately protect the confidentiality, integrity and availability of all PII and PHI that is created, received, maintained or transmitted on behalf of the Patient. Candor Care's Website's security features an SSL certificate, with strong 2048-bit encryption, to ensure the safety of End-user's sensitive information with regards to website data and transaction security.

Candor Care will report, to the End-user or Patient's parents or legal guardian, as appropriate, any security incident and any use/ disclosure of PII and PHI that is not provided for by this agreement, of which Candor Care becomes aware. Further, Candor Care shall require each subcontractor or third-party business associate or entity, if any, that creates, receives, maintains or transmits PHI on our behalf to enter into a Business Associate Agreement or equivalent agreement containing no less stringent restrictions on access, use and disclosure of PHI as those applicable to Candor Care under this Agreement.

Notwithstanding the foregoing, the End-user acknowledges and agrees that Candor Care values communication via many channels (emails, SMS, voice, video, online), many of which are facilitated by third-party providers with whom it may not have exclusive agreements. As such, the End-user agrees, as an express condition of accessing and receiving Candor Care telemedicine health care services, that it shall indemnify, and hold Candor Care harmless from and against any claims, costs and damages arising out of any related breach or unauthorized access by or related to the third-party providers.

6. WHAT ARE A PATIENT'S PRIVACY RIGHTS?

Unless disclosure is required otherwise by law or litigation, a Patient's personal information (PII) and Patient's health information (PHI) is subject to the strictest of Physician-Patient privilege and confidentiality. To that end, Candor Care has incorporated a secure platform and takes regularly-implemented and industry-standard measures to ensure that a Patient's personal and health information is not disclosed, compromised, used or accessed by third parties.

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7. DOES CANDOR CARE MAKE UPDATES TO THIS POLICY?

Yes, Candor Care will update this policy as necessary to stay compliant with relevant laws and industry standard practices.

Telemedicine is evolving and this Website Privacy Policy and Agreement and Candor Care telemedicine healthcare services will likely change or be modified to reflect best practices or legal requirements; therefore, the End-user, Patient, Parent or Guardian] agrees to review the Candor Care Website from time to time, so that he or she is aware of any modifications. Furthermore, the End-user, Patient, Parent or Guardian's continued access to Candor Care's services after any modifications have been implemented shall be evidence of the End-user's, Patient's, Parent's or Guardian's continued acceptance of any changes or modifications. If, at any time, the End-user, Patient, Parent or Guardian does not agree with or does not consent to comply with this Website Privacy Policy and Agreement, or the changes or modifications to the Telemedicine services related thereto, he or she agrees to terminate use of the Website and telemedicine health care services immediately.

HOW CAN YOU CONTACT CANDOR CARE ABOUT THIS WEBSITE PRIVACY POLICY AND AGREEMENT?

Questions or comments about this policy may be addressed to Dr. Soumya Prasad, by email at admin@candorcare.sprucecare.com, by phone at 304-316-6981, or by post to: Candor Care, PLLC, Soumya Prasad, MD, 364 Patteson Dr., #505., Morgantown, WV 26505

Reviewed: July 2020

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