

Rxcare Privacy Policy

Introduction

Welcome to Rxcare's website (the "Site"). The Site is operated and supported by Rxcare and its affiliates (collectively "Rxcare and its Affiliates") and is used in support of you sharing your information obtained from the **Medicare.gov** application with your use of Medicare shopping and comparison tools on our website. Your privacy is very important to us, and we are committed to safeguarding the information we collect. The purpose of this Privacy Policy is to let you know how we handle the information we receive from you through this Site. Use of this Site and related services is governed by this Privacy Policy and our Terms of Service.

Types of Information We May Collect

We may collect information that identifies you such as name, address, and contact information ("Personal Information") as well as information or data that cannot by itself be associated with a specific individual such as Site navigation data or data gathered as part of the Site's operations ("Nonpersonal Information"). Certain Personal Information we collect may be protected under the Health Insurance Portability and Accountability Act of 1996, as amended (HIPAA). This may include Protected Health Information, which means information related to health or medical conditions, prescription drugs, or health history that is paired with Personal Information. We comply with the applicable requirements of HIPAA and related rules.

How Do We Collect Information

Information may be collected in several ways on the Site. You may elect to establish an account on the Site or you may enter information during a single use. In addition, we may use "cookies" to help us improve our Site by tracking your navigation habits and to store some of your preferences. A cookie is a small file created by an Internet site to store information on your computer. This cookie does not allow other websites to gain access to information on your computer. Only our website can read this cookie.

How We Use Your Information

We will not use or disclose your Personal Information in a manner inconsistent with applicable law. We do not sell your information.

Examples of our uses and disclosures include:

- When requested, and with your consent, we will use information we obtain from Medicare.gov application to speed up entry of medicine cabinet (drugs) for the purposes of cost estimates and recommendations of Medicare plans.
- We do not share your Personal Information with third parties unless required by law, authorized by you, or necessary to provide the services you have requested.
- We combine and share Nonpersonal Information collected from users of the Site for a variety of purposes, such as to monitor use of the Site and improve services related to the Site.

Your Rights When Using the Site

When using the Site, you may take several actions with respect to your Personal Information:

- You may amend, correct, substitute, update or delete your Personal Information; however, information obtained from Medicare.gov application may need to be addressed directly with Medicare or your medical provider.
- Upon your request, we will delete your Personal Information from our active databases and where feasible from our backup media. Please note that deletion of your Personal Information from our Site does not include other third-party services or websites for which you have provided or authorized your information. You must contact those providers separately regarding your information.
- If you saved your Personal Information on the Site, you may access your Personal Information or obtain a copy by contacting us.
- With respect to Protected Health Information, you have the right to obtain a list of the disclosures of such information or request restrictions on the disclosure of such information. We are not required to inform you of disclosures that are necessary to perform our services, are made to our workforce, are more than 10 years old or for which the information no longer exists.

- You have the right to choose not to provide us with any Personal Information; however, you may not be able to take full advantage of the Site.
- You may stop using the Site at any time, and if applicable, close any account you have on the Site and request to have your data deleted.

How RxCare Handles a Security Breach

Breach Identification and Containment:

- RxCare maintains a dedicated incident response team that actively monitors for potential breaches.
- Upon detection of a suspected breach, RxCare will immediately contain the breach to prevent further unauthorized access to sensitive data.

Risk Assessment and Notification Process:

- As required by HIPAA, RxCare will perform a risk assessment to determine the nature and scope of the breach, including the types of information affected, the likelihood of misuse, and the potential harm to users.
- Affected users will be notified within 60 calendar days of identifying the breach, including:
 - A description of the incident.
 - Information compromised (e.g., name, Medicare number, prescription data).
 - Steps users should take to protect themselves.
 - RxCare's actions to address and mitigate the breach.
 - Contact information for further assistance.

Regulatory and CMS Reporting:

- RxCare will notify the Department of Health and Human Services (HHS) and any other applicable regulatory bodies.
- In compliance with HIPAA, breaches affecting 500 or more individuals will also be publicly reported to HHS.

Preventive Measures:

- Following the breach, RxCare will implement enhanced security measures, such as:
 - Conducting forensic analyses to determine the root cause.
 - Strengthening cybersecurity protocols and staff training.
 - Regular audits and system penetration testing.

How RxCare Handles Data in the Event of a Sale

Continuity of Privacy Protections:

- If RxCare is sold or merged with another organization, the acquiring company must agree to uphold the existing privacy policies and comply with HIPAA requirements.
- RxCare ensures that any buyer is contractually obligated to protect user data to the same or higher standards.

User Notification:

- Users will be notified of the sale at least 30 days prior to the transaction closing, including:
 - The identity of the new owner.
 - Any changes to the privacy or security policies.
 - Clear instructions on how users can request data deletion or transfer their records.

User Rights and Consent:

- RxCare recognizes that users own their personal health data.
- Users will retain the right to withdraw consent for data use or request deletion of their records before or after the company's sale.

Data Transfer Security:

- All data transfers during the sale process will be encrypted and conducted in accordance with HIPAA-compliant standards.
- RxCare will ensure the secure destruction of redundant or outdated data that is no longer necessary.

Use of AI/LLM Models

RxCare has chosen to utilize Anthropic's Claude 3.5 Sonnet model for its AI-based solution. Anthropic is recognized as a leading company in the field of artificial intelligence, with Claude 3.5 Sonnet setting industry-leading benchmarks in performance. For more comprehensive information about Claude 3.5 Sonnet's capabilities, use cases, risks, known biases, and model limitations, please visit [Anthropic's official website](#).

Linking to Other Websites

While we do our best to ensure your privacy, we cannot be responsible for the privacy practices of other websites not owned or controlled by us. A link to an external website does not constitute or imply endorsement by us. Additionally, we cannot guarantee the quality or accuracy of information presented on external websites. We encourage you to review the privacy practices of any website you visit.

Security of Your Information

The security of your Personal Information is important to us. We follow generally accepted industry standards to protect the Personal Information submitted to us. Your data is encrypted while being stored with a third party and while it is being transmitted. While we use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security or that our security measures will prevent its computers from being illegally accessed, and the personal information on them stolen or altered.

Information from Minors

This Site does not knowingly collect or solicit information from anyone under the age of 18. No one under the age of 18 should use or provide any information on the Site. We are aware of privacy protections for children under the Children's Online Privacy Protection Act (COPPA), and no Personal Information related to children should be provided to or collected by the Site.

Use of the Site outside of the United States

This Site is intended to be used in the United States. You acknowledge that the Personal Information you are providing is collected and stored in the United States and therefore consent to the transfer, collection, processing and storage of information in the United States.

Changes to This Privacy Policy

We may change this Privacy Policy or our Terms of Service. If we do so, such changes will appear on our Site. We encourage you to check these terms periodically. By continuing to use this Site you consent to any changes to our Privacy Policy or Terms of Service. If any future changes are material and require consent, we will make reasonable efforts to notify you through a notice on our Site, an email, and/or by some other means.

Contact Us

If you would like to contact us regarding this Privacy Policy or to request changes to the Personal Information, please contact us by:

- Email: privacy@Rxcare.com
- Write to us at: 21 Barton Street, Millerton, NY 12546
- Call us at 917-459-7740