

Hybrid Medical Solution – Privacy Policy

Effective Date: April 14th, 2025

Hybrid Medical Solution (“HMS,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit www.hybridmedicalsolution.com (the “Site”), communicate with us by phone, email, text message, or in person, or otherwise use our services (collectively, the “Services”).

1. Information We Collect

Category | Examples | Source | Purpose

Identifiers & Contact Details | Name, postal address, email, telephone number, date of birth | You (forms, phone, in-office); referring providers | Scheduling, treatment, billing, marketing (with consent)

Protected Health Information (PHI) | Symptoms, diagnoses, treatment plans, lab results, prescriptions | You or your treating provider | Medical evaluation and treatment; insurance and payment

Transactional Data | Appointment history, services purchased, payment method (tokenized) | You; payment processors | Fulfillment of services, accounting

Internet / Device Data | IP address, browser type, device ID, referring URLs, cookies, pixels | Your browser/device | Site analytics, security, personalization

Geolocation | Approximate location derived from IP | Your browser/device | Localize content, fraud prevention

Marketing Preferences | SMS/email opt-in status, communication history | You | Send offers, updates, and reminders (with consent)

We do not knowingly collect information from children under 13.

2. How We Use Your Information

- • Deliver Medical & Wellness Services – Diagnose, treat, and manage your care; coordinate with pharmacies, labs, and other providers.
- • Process Payments & Insurance – Verify benefits, submit claims, collect amounts due.
- • Operate & Improve the Site – Monitor performance, debug, develop new features, and enhance user experience.
- • Marketing & Promotions (With Consent) – Send newsletters, special offers, and appointment reminders by email or SMS.
- • Legal & Safety – Detect fraud, comply with HIPAA, TCPA, and other applicable laws, respond to subpoenas or lawful requests, and protect the rights, property, or safety of HMS, our patients, and others.

3. SMS/Text Messaging Practices

- • Opt-In Consent – You must affirmatively check the consent box or otherwise provide express written consent before receiving SMS messages from HMS.
- • Message Content – Messages may include appointment reminders, wellness tips, promotional offers, or service updates.
- • Frequency – Messaging frequency may vary (typically 1–4 messages per month).
- • Rates – Message and data rates may apply.
- • Opt-Out – Reply STOP at any time to cancel. You will receive a single confirmation text.
- • Help – Reply HELP for assistance or call us at (561) 898-0020.
- • No Third-Party Sharing – Mobile opt-in information and consent will not be shared with third parties or affiliates for marketing purposes.

4. How We Share Information

We never sell your personal information. We share only as necessary:

Recipient | Reason

Healthcare Partners | Labs, pharmacies, imaging centers, and specialists involved in your care (under HIPAA Business Associate Agreements).

Service Providers | Secure cloud hosting, payment processors, email/SMS platforms, analytics vendors—only to perform services on our behalf and under confidentiality obligations.

Legal / Compliance | Government authorities, courts, or auditors when required by law or to protect our rights or the safety of others.

5. Cookies & Tracking Technologies

We use first- and third-party cookies, pixels, and similar technologies to:

- Remember your preferences
- Analyze Site traffic and usage patterns
- Measure the effectiveness of advertising campaigns

You may disable cookies in your browser; however, some Site features may not function properly.

6. Data Security

We employ administrative, technical, and physical safeguards—such as encryption in transit, secure data centers, role-based access controls, and staff training—to protect your information. No system is 100 % secure, so we cannot guarantee absolute security.

7. Data Retention

Medical records are retained in accordance with federal and Florida state regulations. Non-medical data is kept only as long as necessary for the purposes described or as required by law.

8. Your Choices & Rights

- Access / Correction – You may request a copy of or correction to your information.
- Marketing Opt-Out – Unsubscribe from emails via the link in any marketing email or reply STOP to SMS.
- Do Not Track – Our Site currently does not respond to “Do Not Track” signals.
- HIPAA Rights – For PHI, you have additional rights outlined in our HIPAA Notice of Privacy Practices available on the Site.

9. Third-Party Links

Our Site may link to external sites we do not control. We are not responsible for their content or privacy practices. Review those sites’ policies before providing information.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be posted on this page with a new “Effective Date.” Your continued use of the Services after any update constitutes acceptance of the revised policy.

11. Contact Us

Hybrid Medical Solution

9325 Glades Road, Suite 208

Boca Raton, FL 33434

Phone: (561) 898-0020

Email: info@hybridmedicalsolution.com

If you have questions about this Privacy Policy or our data practices, please contact us using the information above.

SMS Consent Disclosure (for use near opt-in checkbox on forms)

“I consent to receive wellness and promotional text messages from Hybrid Medical Solution. Message & data rates may apply. Messaging frequency varies. Reply STOP to opt out, HELP for help. View our Privacy Policy and Terms of Service for details.”