

Helping HandsRx Privacy Policy

Effective Date: 4/1/2025

1. Introduction

Helping HandsRx ("Helping HandsRx," "we," "our," or "us") is committed to protecting the privacy and security of our patients, customers, website visitors, and business partners. This Privacy Policy explains how we collect, use, disclose, store, and safeguard personal information obtained through our website, services, and business operations.

By using our website or services, you acknowledge that you have read and understand this Privacy Policy.

2. Information We Collect

We may collect the following categories of information:

Personal Information

- Full name
- Mailing address
- Email address
- Telephone number
- Date of birth
- Insurance information
- Emergency contact information

Healthcare Information

Where applicable and permitted by law, we may collect information necessary to provide pharmacy-related services, including:

- Prescription information
- Prescribing provider information
- Medication history
- Allergies
- Payment and billing information

Protected Health Information (PHI) is handled in accordance with applicable privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA), where applicable.

Website Information

When you visit our website, we may automatically collect:

- IP address
 - Browser type
 - Device information
 - Operating system
 - Pages visited
 - Date and time of access
 - Cookies and similar technologies
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3. How We Use Your Information

Helping HandsRx may use your information to:

- Provide pharmacy and healthcare-related services
- Process prescription requests
- Communicate regarding prescriptions or orders
- Verify identity
- Process payments
- Improve customer service
- Respond to inquiries
- Maintain regulatory compliance
- Detect fraud or unauthorized activity
- Improve our website and services

We use personal information only as permitted by applicable law.

4. Information Sharing

We do not sell your personal information.

We may disclose information to:

- Licensed healthcare providers
- Prescribers
- Insurance companies
- Pharmacy benefit managers (PBMs)
- Payment processors
- Shipping carriers
- Regulatory agencies when required by law
- Service providers performing functions on our behalf

Information is disclosed only as necessary to perform authorized business functions or comply with legal obligations.

5. HIPAA Compliance

If Helping HandsRx receives or maintains Protected Health Information (PHI), we safeguard such information in accordance with applicable HIPAA Privacy, Security, and Breach Notification Rules.

Patients may have certain rights regarding their health information, including the right to request access or correction of applicable records as permitted by law.

6. Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Improve website functionality
- Remember user preferences
- Analyze website traffic
- Enhance user experience

Users may disable cookies through their browser settings; however, certain website features may not function properly.

7. Data Security

Helping HandsRx maintains reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction.

These safeguards may include:

- Secure servers
- Encrypted data transmission where appropriate
- Access controls
- Employee confidentiality training
- Password protection
- Routine security monitoring

No electronic transmission or storage method can be guaranteed to be completely secure.

8. Data Retention

We retain personal information only for as long as necessary to:

- Provide requested services
 - Comply with applicable laws and regulations
 - Meet record retention requirements
 - Resolve disputes
 - Enforce legal agreements
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9. Your Privacy Rights

Subject to applicable law, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion where legally permitted
- Request restrictions on certain uses
- Receive required privacy notices
- Submit privacy complaints

Requests may be subject to identity verification and legal limitations.

10. Third-Party Websites

Our website may contain links to third-party websites. Helping HandsRx is not responsible for the privacy practices or content of external websites.

Users should review the privacy policies of any third-party sites they visit.

11. Children's Privacy

Our website is not intended for children under the age of 13, and we do not knowingly collect personal information directly from children through our website.

12. Changes to This Privacy Policy

Helping HandsRx may update this Privacy Policy periodically. Changes become effective upon posting the revised policy with an updated effective date.

13. Contact Us

If you have questions regarding this Privacy Policy or our privacy practices, please contact:

Helping HandsRx

Address: 770 SE 5th Ter, Crystal River, FL 34429

Phone: 888*220*8728

Email: rx@2hrx.us

Website: 2hrx.us

By using our website or services, you acknowledge that you have read and understood this Privacy Policy.