

Privacy Policy – Nourish Diabetes Wellness

Effective Date: 6/3/26

Nourish Diabetes Wellness (“we,” “us,” or “our”) provides medical nutrition therapy and diabetes education services, both in person and online. We respect your privacy and are committed to protecting your personal and health information.

1. Information We Collect

We may collect:

- Personal information: name, date of birth, contact details, insurance information, and payment details.
- Health information: medical history, diagnoses, medications, lab results, and other information you share during visits or through forms.
- Technical information: basic device and usage data when you use our website or telehealth services (such as IP address, browser type, and time of visit).

2. How We Use Your Information

We use your information to:

- Provide medical nutrition therapy and diabetes education services
- Schedule and manage appointments
- Communicate with you about your care
- Process payments and insurance claims, where applicable
- Maintain records as required by law
- Improve our services and operations

We do not sell your personal or health information.

3. Telehealth and doxy.me

We offer telehealth visits using doxy.me, a third-party telemedicine platform.

- doxy.me is designed to be HIPAA compliant and we use it under a Business Associate Agreement (BAA).
- doxy.me uses encryption and other safeguards to help protect the privacy and security of your telehealth sessions.
- You are responsible for using a private device and internet connection and for choosing a quiet, private space for your visit.

4. How We Protect Your Information

We use reasonable physical, technical, and administrative safeguards to protect your information, including:

- Limiting access to authorized staff
- Using secure systems and passwords
- Training staff on privacy and security

However, no system or method of transmission over the internet is 100% secure. While we work to protect your information, we cannot guarantee absolute security.

5. How We Share Information

We may share your information:

- With other health care providers involved in your care
- With your health plan or insurer, when needed for payment
- With service providers who support our operations (such as billing or telehealth platforms) under appropriate agreements
- When required or permitted by law (for example, to comply with a court order or to protect someone's safety)

We share only the minimum necessary information for the purpose.

6. Your Rights

Depending on applicable law, you may have the right to:

- Access your records and request a copy
- Request corrections to information you believe is inaccurate or incomplete
- Request restrictions on certain uses or disclosures, when allowed by law
- Request confidential communications (for example, using a different phone number or address)
- Ask questions or file a complaint about our privacy practices

We will not retaliate against you for exercising your rights or filing a complaint.

7. Retention of Information

We keep your records for the time required by law and professional standards. After that, information may be securely destroyed or de-identified.

8. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will change the "Effective Date" at the top. Your continued use of our services after changes are posted means you accept the updated policy.

9. Contact Us

If you have questions about this Privacy Policy, your rights, or our use of doxy.me, or if you want to exercise your privacy rights, please contact us at:

- Email: nourishdiabeteswellness@gmail.com