**Privacy Policy**

This Privacy Policy describes how Jude Billing Solutions ("we," "us," or "our") collects, uses, discloses, and protects the personal information of users ("you" or "users") of our website [judebillingsolutions.com (the "Site") and our medical billing services (the "Services"), even though we operate from India and may process data of individuals located outside of India.

**We are committed to protecting your privacy and ensuring the security of your personal information in accordance with applicable laws and best practices.**

**1. Information We Collect**

We may collect the following types of information from you:

* **Personal Information:** This includes information that can be used to identify you, such as your name, email address, phone number, postal address, professional affiliation, and any other information you voluntarily provide to us through forms on our Site or during communication.
* **Client/Patient Information (Processed on behalf of our clients):** As a medical billing service, we may process sensitive personal data and information ("SPDI") of patients on behalf of our healthcare provider clients. This may include:
  + Patient names, addresses, contact information.
  + Date of birth, gender.
  + Medical history, diagnoses, treatments, and procedures.
  + Insurance information, billing details, and payment history.
  + Other health-related information necessary for the provision of our billing services.
* **Website Usage Data:** We may automatically collect certain information when you visit our Site, such as your IP address, browser type, operating system, referring website, pages you viewed, and the dates and times of your visits. We may use cookies and similar tracking technologies for this purpose (please see our Cookie Policy below).
* **Communication Data:** We may collect information contained in any communication you send to us, for example, when you contact us with inquiries or support requests.

**2. How We Use Your Information**

We may use your personal information for the following purposes:

* **To Provide and Improve our Services:** To deliver the medical billing services requested by our clients, including claims processing, payment posting, and related administrative tasks.
* **To Communicate with You:** To respond to your inquiries, provide information about our Services, and send you administrative communications.
* **To Personalize Your Experience:** To tailor the content and information we display on our Site to your interests.
* **To Improve our Site:** To analyze website usage data to understand how users interact with our Site and to improve its functionality and content.
* **For Marketing Purposes (with your consent where required):** To send you promotional emails or other marketing communications about our Services that may be of interest to you. You can opt-out of receiving these communications at any time.
* **For Legal and Compliance Purposes:** To comply with applicable laws, regulations, legal processes, or government requests.
* **For Security Purposes:** To protect our Site and Services from unauthorized access, use, or disclosure.

**Regarding Client/Patient Information:**

We process SPDI of patients strictly on behalf of and under the instructions of our healthcare provider clients. We will only use and disclose this information as necessary to provide the agreed-upon medical billing services and in accordance with our agreements with our clients and applicable laws, including but not limited to any Indian laws related to data privacy and security that may be applicable to our operations in India.

**3. How We Share Your Information**

We may share your personal information with the following categories of recipients:

* **Our Clients (Healthcare Providers):** We share patient SPDI with our healthcare provider clients as necessary to provide our billing services.
* **Service Providers:** We may engage third-party service providers to assist us with various functions, such as website hosting, data analysis, email delivery, and payment processing. These service providers will have access to your personal information only to the extent necessary to perform their services and are obligated to maintain its confidentiality and security.
* **Legal Authorities:** We may disclose your personal information to law enforcement agencies, government bodies, or other authorized third parties if required by law or legal process, or if we believe in good faith that such disclosure is necessary to protect our rights, property, or safety, or the rights, property, or safety of others.
* **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity as part of the transaction. We will notify you via email and/or a prominent notice on our Site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.
* **With Your Consent:** We may share your personal information with third parties with your explicit consent.

**Regarding Client/Patient Information:**

We will only disclose patient SPDI to third parties as instructed by our healthcare provider clients or as required by law. We will take commercially reasonable steps to ensure that any third-party service providers who have access to SPDI are bound by confidentiality obligations and implement appropriate security measures.

**4. Data Security**

We have implemented reasonable security measures designed to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction.

**However, please remember that no method of transmission over the internet or method of electronic storage is completely secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.**

**Regarding Client/Patient Information:**

We understand the sensitive nature of SPDI and have implemented specific security measures to protect it in accordance with industry standards and applicable legal requirements.

**5. Data Retention**

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including to provide our Services, comply with our legal obligations, resolve disputes, and enforce our agreements.

**Regarding Client/Patient Information:**

We will retain SPDI for the duration specified in our agreements with our healthcare provider clients or as required by applicable laws and regulations.

**6. Your Rights (Depending on your location and applicable laws)**

Depending on your location and applicable data protection laws, you may have certain rights regarding your personal information, which may include:

* **Right to Access:** You may have the right to request access to the personal information we hold about you.
* **Right to Rectification:** You may have the right to request that we correct any inaccurate or incomplete personal information we hold about you.
* **Right to Erasure (Right to be Forgotten):** You may have the right to request that we delete your personal information under certain circumstances.
* **Right to Restriction of Processing:** You may have the right to request that we restrict the processing of your personal information under certain circumstances.
* **Right to Data Portability:** You may have the right to receive your personal information in a structured, commonly used, and machine-readable format and to transmit it to another controller.
* **Right to Object:** You may have the right to object to the processing of your personal information for certain purposes, such as direct marketing.
* **Right to Withdraw Consent:** If we have relied on your consent to process your personal information, you have the right to withdraw your consent at any time.

**To exercise any of these rights, please contact us using the contact information provided below.** We may require you to verify your identity before responding to your request.

**Regarding Client/Patient Information:**

As we process patient SPDI on behalf of our healthcare provider clients, any requests regarding access, rectification, erasure, or other rights related to their personal health information should be directed to the respective healthcare provider. We will cooperate with our clients to facilitate such requests as required by applicable laws and our agreements.

**7. Cross-Border Data Transfers (If Applicable)**

As we operate from India, your personal information may be transferred to and processed in India, where data protection laws may be different from those in your country of residence. By using our Site and Services, you consent to the transfer of your personal information to India. We will take appropriate safeguards to ensure that your personal information remains protected in accordance with this Privacy Policy and applicable laws.

**Regarding Client/Patient Information:**

Any cross-border transfer of patient SPDI will be conducted in compliance with applicable data protection laws and our agreements with our healthcare provider clients.

**8. Cookie Policy**

Our Site may use cookies and similar tracking technologies to collect information about your browsing activities. Cookies are small text files that are stored on your device when you visit a website. We use cookies for various purposes, including:

* **Essential Cookies:** These cookies are necessary for the operation of our Site and enable you to navigate its features.
* **Analytics Cookies:** These cookies help us understand how users interact with our Site by collecting and reporting information anonymously.
* **Functionality Cookies:** These cookies allow our Site to remember choices you make (such as your language preference) and provide enhanced features.
* **Marketing Cookies (if applicable):** These cookies may be used to track your browsing activity across websites and deliver targeted advertisements.

You can control and manage cookies through your browser settings. You can typically disable or delete cookies, or set your browser to alert you when cookies are being sent. However, please note that disabling certain cookies may affect the functionality of our Site.

**9. Links to Other Websites**

Our Site may contain links to other websites that are not owned or controlled by us. This Privacy Policy does not apply to those websites. We encourage you to review the privacy policies of any third-party websites you visit.

**10. Children's Privacy**

Our Site and Services are not intended for children under the age of [Specify the relevant age, e.g., 18]. We do not knowingly collect personal information from children. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us immediately, and we will take steps to delete such information.

**11. Updates to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will post any changes on this page and update the "Last Updated" date at the top. We encourage you to review this Privacy Policy periodically for any updates. Your continued use of our Site and Services after the posting of changes constitutes your acceptance of such changes.

**12. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Jude Billing Solutions

No. 1/116 Kanagarosi Street

[team@judebillingsolutions.com](mailto:team@judebillingsolutions.com)

(831) 607-1006

**Last Updated:** 04/14/2025