

PRIVACY POLICY - CHARTARA LABS

Effective Date: June 4th, 2025 Last Updated: June 4th, 2025

1. INTRODUCTION

Chartara Labs ("we," "our," or "us") is committed to protecting the privacy and security of your personal health information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website (chartaralabs.com) and application (app.chartaralabs.com).

As a healthcare technology company, we comply with the Health Insurance Portability and Accountability Act (HIPAA) and other applicable privacy laws.

2. INFORMATION WE COLLECT

Personal Information:

- Name and contact information (email address)
- Account credentials (username and password)
- Payment information (processed securely through Stripe)

Protected Health Information (PHI):

- Clinical assessment data (PHQ-9, GAD-7 scores)
- Treatment notes and progress information
- Demographic information related to healthcare
- Any health-related data you input into our platform

Technical Information:

- Device information and browser type
- Usage analytics and platform interactions
- IP address and location data (anonymized)

3. HOW WE USE YOUR INFORMATION

We use your information to:

- Provide our healthcare analytics platform services
- Generate clinical reports and visualizations
- Improve our platform functionality
- Communicate with you about your account
- Ensure platform security and prevent fraud
- Comply with legal obligations

4. HIPAA COMPLIANCE

Your Rights Under HIPAA:

- Right to access your PHI
- Right to request amendments to your PHI
- Right to request restrictions on use/disclosure
- Right to request confidential communications
- Right to file complaints
- Right to receive a copy of this Privacy Policy

Our Obligations:

- Maintain the privacy and security of your PHI
- Notify you of any breaches affecting your PHI
- Follow the terms of this Privacy Policy
- Not use or disclose your PHI except as permitted

5. INFORMATION SHARING

We do NOT sell, trade, or rent your personal or health information. We may share your information only in these limited circumstances:

- **With Your Consent:** When you explicitly authorize sharing
- **For Legal Compliance:** When required by law or court order
- **Business Associates:** With HIPAA-compliant service providers (AWS, etc.)
- **Emergency Situations:** To prevent serious harm to health or safety

6. DATA SECURITY

We implement industry-standard security measures:

- End-to-end encryption of data in transit and at rest
- Secure cloud infrastructure (AWS with signed Business Associate Agreement)
- Regular security audits and updates
- Access controls and authentication requirements
- Employee training on HIPAA compliance

7. DATA RETENTION

- Account information: Retained while your account is active
- Health information: Retained for 6 years after account closure (as required by law)
- Usage data: Retained for 2 years for platform improvement
- You may request early deletion of your data (subject to legal requirements)

8. YOUR CHOICES

- **Account Updates:** Contact us directly to update your account information
- **Data Deletion:** Request deletion of your account and associated data
- **Communication Preferences:** Opt-out of non-essential communications
- **Data Download:** Request a copy of your data in a portable format

9. THIRD-PARTY SERVICES

We use HIPAA-compliant third-party services:

- **AWS:** Cloud hosting with signed Business Associate Agreement
- **Stripe:** Payment processing (PCI-compliant, no health data shared)
- **Email Services:** HIPAA-compliant email delivery

10. BREACH NOTIFICATION

In the event of a data breach affecting your PHI, we will:

- Notify you within 60 days of discovery
- Report to the Department of Health and Human Services
- Take immediate steps to mitigate the breach
- Provide information about what happened and what we're doing about it

11. CHILDREN'S PRIVACY

Our services are not intended for children under 18. We do not knowingly collect PHI from minors without parental consent and appropriate authorization.

12. CHANGES TO THIS POLICY

We may update this Privacy Policy to reflect changes in our practices or applicable laws. We will notify you of material changes by email and posting the updated policy on our website.

13. CONTACT INFORMATION

Email: ChartaraLabs@gmail.com **Phone:** 315-278-1649

To File a HIPAA Complaint: You may file a complaint with us using the contact information above, or with the U.S. Department of Health and Human Services at:

www.hhs.gov/hipaa/filing-a-complaint