

MyAmbulex LLC Privacy Policy

Last Updated: [DATE]

Company: MyAmbulex LLC

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1. INTRODUCTION

MyAmbulex LLC ("we," "our," "us") operates a technology platform connecting individuals needing medical transportation with independent transportation providers. This Privacy Policy explains how we collect, use, protect, and share your information.

2. SCOPE AND APPLICABILITY

2.1 Platform Service: This policy applies to our technology platform only. Independent drivers have their own privacy practices for which we are not responsible.

2.2 Medical Information: As a platform facilitating medical transportation, we may handle limited medical information necessary for transportation coordination.

2.3 Legal Compliance: Our practices comply with federal and Georgia privacy laws, including HIPAA where applicable.

3. INFORMATION WE COLLECT

3.1 Account Information:

- Name, email address, phone number
- Payment information (processed by third parties)
- Profile information and preferences
- Identity verification documents

3.2 Transportation Information:

- Pickup and destination addresses
- Medical transportation requirements and accessibility needs
- Emergency contact information
- Special instructions for drivers

3.3 Location Data:

- GPS coordinates during ride booking and execution
- Location history for service improvement
- Route information for completed trips

3.4 Communication Data:

- Messages between riders and drivers through Platform
- Customer service communications
- Feedback and reviews

3.5 Usage Analytics:

- Platform interaction data
- Feature usage statistics
- Performance metrics
- Device and browser information

3.6 Medical Information (Limited):

- Mobility equipment needs
- Basic accessibility requirements
- General medical transportation needs
- Emergency medical contact information

4. HOW WE USE INFORMATION

4.1 Primary Purposes:

- Facilitate medical transportation connections
- Process payments and provide receipts
- Verify user identity and qualifications
- Provide customer support services
- Ensure safety and security of all users

4.2 Platform Improvement:

- Analyze usage patterns to improve functionality
- Develop new features and services
- Conduct research and analytics
- Enhance user experience

4.3 Legal and Safety Compliance:

- Comply with legal and regulatory requirements
- Investigate safety incidents and violations
- Prevent fraud and unauthorized use
- Protect rights and property

4.4 Communications:

- Send service-related notifications
- Provide customer support
- Share important updates and announcements
- Marketing communications (with consent)

5. INFORMATION SHARING AND DISCLOSURE

5.1 We Do Not Sell Personal Information: We do not sell, rent, or trade personal information to third parties for their marketing purposes.

5.2 Service Providers and Partners:

- Payment processors (Stripe, PayPal) for transaction processing
- Mapping and GPS services for location functionality
- Email and communication service providers
- Cloud hosting and data storage providers
- Analytics and performance monitoring services

5.3 Independent Drivers:

- Contact information necessary for transportation coordination
- Pickup and destination information
- Special transportation requirements
- Emergency contact information when relevant

5.4 Legal Requirements:

- When required by law, court order, or legal process
- To protect safety and prevent harm
- To investigate violations of Terms of Service
- In connection with legal proceedings

5.5 Business Transfers:

- In case of merger, acquisition, or sale of assets
- Users will receive notice of any such transfer
- Privacy protections will continue under new ownership

5.6 Emergency Situations:

- To emergency responders when necessary for safety
- To medical professionals when required for care
- To law enforcement for safety or legal investigations

6. DATA SECURITY AND PROTECTION

6.1 Security Measures:

- End-to-end encryption for sensitive communications
- Secure payment processing through certified providers
- Regular security audits and vulnerability assessments
- Access controls limiting employee data access
- Secure data transmission and storage protocols

6.2 Medical Information Protection:

- HIPAA-compliant handling of health information where applicable
- Minimal collection of medical data
- Secure storage and limited access to medical information
- Automatic deletion of unnecessary medical data

6.3 Data Retention:

- Account information retained while accounts are active
- Transaction records retained for 7 years for tax and legal purposes
- Communications retained for 2 years for quality and safety purposes
- Analytics data aggregated and anonymized for long-term use

7. YOUR PRIVACY RIGHTS

7.1 Access and Download:

- Request access to your personal data
- Download a copy of your information
- Review data we have collected about you

7.2 Correction and Updates:

- Correct inaccurate information
- Update your profile and preferences
- Modify privacy settings

7.3 Deletion Rights:

- Delete your account and associated data
- Request removal of specific information
- Right to be forgotten (subject to legal retention requirements)

7.4 Communication Preferences:

- Opt out of marketing communications
- Manage notification settings
- Control how we contact you

7.5 Data Portability:

- Request your data in a portable format
- Transfer information to another service
- Export your transportation history

8. GEORGIA-SPECIFIC PRIVACY RIGHTS

8.1 Georgia Consumer Privacy: We comply with applicable Georgia privacy laws and regulations.

8.2 Medical Privacy: Georgia medical privacy laws apply to any health information we handle.

8.3 State Law Compliance: Our practices meet all applicable Georgia state privacy requirements.

9. CHILDREN'S PRIVACY

9.1 Age Restrictions: Our Platform is not intended for children under 18. We do not knowingly collect information from minors.

9.2 Parental Consent: If a minor's information is discovered, we will delete it unless proper parental consent is obtained.

9.3 Medical Transport: Minors may be transported with proper adult supervision and consent.

10. THIRD-PARTY LINKS AND SERVICES

10.1 External Links: Our Platform may contain links to third-party websites with their own privacy practices.

10.2 Independent Drivers: Drivers are independent contractors with their own privacy practices for which we are not responsible.

10.3 Payment Processors: Third-party payment processors have their own privacy policies governing payment information.

11. INTERNATIONAL DATA TRANSFERS

11.1 Domestic Operations: We primarily operate within the United States and store data domestically.

11.2 Service Providers: Some service providers may process data internationally with appropriate safeguards.

11.3 Cross-Border Protection: International transfers include appropriate privacy protections.

12. PRIVACY POLICY UPDATES

12.1 Notification: We will notify users of material changes to this Privacy Policy.

12.2 Effective Date: Updates become effective 30 days after notification unless otherwise specified.

12.3 Continued Use: Continued use of Platform after updates constitutes acceptance of changes.

13. CONTACT INFORMATION

Data Protection Officer: privacy@MyAmbulex.com

General Privacy Questions: info@MyAmbulex.com

Phone: 404-301-0535

Mail: 1441 Woodmont Lane NW, #749, Atlanta, GA 30318

Business Hours: Monday-Friday, 9:00 AM - 5:00 PM EST

Emergency Privacy Concerns: Available 24/7 through our emergency contact system

14. COMPLIANCE AND CERTIFICATION

14.1 HIPAA Compliance: We maintain HIPAA compliance for any protected health information handled through our Platform.

14.2 Security Certifications: Our systems undergo regular security audits and maintain appropriate security certifications.

14.3 Georgia Law Compliance: All practices comply with applicable Georgia state privacy and medical information laws.

This Privacy Policy has been reviewed by healthcare legal counsel and complies with Georgia law and medical transportation regulations.