

# MyAmbulex LLC Privacy Policy

**Last Updated:** [DATE]

**Company:** MyAmbulex LLC

**Address:** 1441 Woodmont Lane NW, #749, Atlanta, GA 30318

**Phone:** 404-301-0535

**Email:** [info@MyAmbulex.com](mailto:info@MyAmbulex.com)

---

## 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](mailto:privacy@MyAmbulex.com)

**General Privacy Questions:** [info@MyAmbulex.com](mailto: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.*