

# MYAMBULEX PRIVACY POLICY

**Effective Date:** July 24, 2025

**Last Updated:** July 24, 2025

---

## OVERVIEW

MyAmbulex LLC ("MyAmbulex," "we," "us," or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you use our platform, website, and mobile application (collectively, the "Platform").

**Important Note:** MyAmbulex is **NOT** a covered entity under the Health Insurance Portability and Accountability Act (HIPAA). While we handle some health-related information for transportation matching purposes, we are a technology platform, not a healthcare provider.

---

## 1. INFORMATION WE COLLECT

### 1.1 Personal Information You Provide

#### Registration Information:

- Full name and contact information
- Email address and phone number
- Date of birth and government-issued ID information
- Payment method details
- Emergency contact information

#### Profile Information:

- Profile photos and identification documents
- Driver's license and vehicle information (Drivers)
- Vehicle registration and inspection documents (Drivers)
- Insurance information and certificates (Drivers)
- Professional certifications and training records (Drivers)

### 1.2 Health-Related Information (Limited)

#### Transportation-Specific Health Data:

- Mobility assistance requirements
- Wheelchair or medical equipment needs
- General physical condition relevant to safe transport
- Special accommodation requests
- Medication transport requirements (if applicable)

**What We DO NOT Collect:**

- Complete medical records or histories
- Specific diagnoses or treatment information
- Insurance or billing information
- Protected health information beyond transportation needs

### **1.3 Automatically Collected Information**

**Platform Usage Data:**

- Device information and identifiers
- IP address and location data
- Browser type and operating system
- Platform interaction and usage patterns
- Log files and analytics data

**Location Information:**

- Real-time location during active rides
- Pickup and destination addresses
- Route information and GPS tracking
- Historical location data for completed trips

### **1.4 Third-Party Information**

**Background Check Data (Drivers):**

- Criminal history records and background investigations
- Motor Vehicle Records (MVR) and driving history
- Drug testing results and substance abuse screening
- Employment verification and reference checks
- Professional license verification and compliance records
- Sex offender registry and exclusion list screening
- Social Security verification and identity confirmation

**Payment Processing:**

- Transaction history and payment verification
  - Fraud prevention and security screening
  - Financial institution verification
- 

## **2. HOW WE USE YOUR INFORMATION**

### **2.1 Platform Operations**

**Service Delivery:**

- Matching Riders with appropriate Drivers
- Processing and completing ride requests
- Facilitating payments and billing
- Providing customer support and assistance

**Driver Verification and Safety:**

- Conducting comprehensive background checks including criminal history, MVR reports, and drug testing
- Verifying driver credentials, vehicle registration, and insurance coverage
- Monitoring ongoing compliance with safety and regulatory requirements
- Maintaining driver qualification records and certification tracking

### **2.2 Communication**

**Service Communications:**

- Ride confirmations and updates
- Driver and Rider notifications
- Customer service responses
- Safety alerts and emergency notifications

**Marketing Communications (Optional):**

- Platform updates and new features
- Promotional offers and discounts
- Newsletter and educational content
- Community updates and events

## **2.3 Legal and Compliance**

**Regulatory Compliance:**

- Meeting transportation and business licensing requirements
  - Responding to legal requests and court orders
  - Maintaining records for audit and inspection purposes
  - Ensuring ADA and accessibility compliance
- 

## **3. INFORMATION SHARING AND DISCLOSURE**

### **3.1 With Other Platform Users**

**Rider-Driver Sharing:**

- Rider first name and pickup/destination locations with matched Drivers
- Rider contact information for ride coordination
- Necessary health information for safe transportation
- Ride history and ratings between matched users

**What We Don't Share:**

- Full names or personal details beyond transportation needs
- Complete health records or sensitive medical information
- Payment information or financial details
- Personal communications or private messages

### **3.2 Service Providers and Business Partners**

### **Third-Party Services:**

- Payment processing companies
- Background check and verification services (criminal, MVR, drug testing)
- Vehicle registration and insurance verification providers
- Professional licensing and certification verification services
- Mapping and navigation service providers
- Customer support and communication platforms
- Cloud storage and data hosting services
- Drug testing laboratories and medical review officers

### **Business Requirements:**

- Insurance companies for claims processing
- Legal advisors for compliance and regulatory matters
- Accounting firms for financial record keeping
- Technology vendors for platform maintenance

## **3.3 Legal and Safety Disclosures**

### **Required Disclosures:**

- Court orders, subpoenas, and legal proceedings
- Law enforcement requests with proper authority
- Regulatory investigations and compliance audits
- Emergency situations involving user safety

### **Business Transfers:**

- Merger, acquisition, or sale of business assets
- Bankruptcy or business dissolution proceedings
- Corporate restructuring or reorganization

---

## **4. DATA SECURITY AND PROTECTION**

### **4.1 Security Measures**

#### **Sensitive Information Security:**

- Enhanced encryption for MVR and background check data
- Secure transmission protocols for drug testing results
- Restricted access to driver qualification documents
- Automatic data purging for expired certifications
- Biometric verification for accessing sensitive driver records

#### **Administrative Safeguards:**

- Employee background checks and confidentiality agreements
- Role-based access controls and least privilege principles
- Regular security training and awareness programs
- Incident response and data breach protocols

#### **Physical Safeguards:**

- Secure data centers with controlled access
- Environmental controls and backup systems
- Device encryption and secure disposal procedures

## **4.2 Data Breach Response**

#### **Notification Procedures:**

- Immediate investigation and containment measures
  - Notification to affected users within 72 hours
  - Coordination with law enforcement when appropriate
  - Regular updates on investigation progress and remediation
- 

## **5. DATA RETENTION AND DELETION**

### **5.1 Retention Periods**

#### **Driver Documentation:**

- Motor Vehicle Records (MVR) retained for 7 years from last update
- Background check results maintained for 7 years per transportation regulations
- Drug testing records kept for 5 years as required by DOT regulations
- Vehicle registration and insurance documents retained while driver is active plus 3 years
- Professional certifications and training records maintained for compliance periods
- Profile photos and identification documents kept while account is active

### **Inactive Account Data:**

- Account information deleted after 3 years of inactivity
- Essential safety records retained for 7 years
- Anonymous analytics data may be retained indefinitely

## **5.2 Data Deletion Rights**

### **User-Initiated Deletion:**

- Account deletion available through platform settings
  - Personal information removed within 30 days of request
  - Some data may be retained for legal or safety purposes
  - Anonymous data may remain in aggregated analytics
- 

## **6. YOUR PRIVACY RIGHTS AND CHOICES**

### **6.1 Access and Control**

#### **Account Management:**

- View and update personal information
- Download your data in portable format
- Manage communication preferences
- Control location sharing settings

#### **Data Requests:**

- Request copies of information we have about you
- Correct inaccurate or incomplete information
- Request deletion of your personal information
- Object to certain uses of your information

### **6.2 Communication Preferences**

#### **Opt-Out Options:**

- Unsubscribe from marketing emails
- Disable push notifications
- Limit SMS communications
- Control in-app messaging preferences

### **Required Communications:**

- Safety alerts and emergency notifications
- Service updates and ride confirmations
- Legal notices and policy changes
- Account security notifications

## **6.3 Location Privacy**

### **Location Controls:**

- Enable/disable location services
  - Choose precision level for location sharing
  - View location history and delete records
  - Opt out of location-based features
- 

## **7. CHILDREN'S PRIVACY**

### **7.1 Age Restrictions**

MyAmbulex does not knowingly collect personal information from children under 13 years of age. If you are under 18, you may only use the Platform with parental or guardian consent and supervision.

### **7.2 Parental Rights**

Parents and guardians have the right to:

- Review information collected from their children
  - Request deletion of their child's information
  - Refuse further collection of their child's information
  - Contact us with questions about children's privacy
- 

## **8. CALIFORNIA PRIVACY RIGHTS (CCPA)**

### **8.1 California Consumer Rights**

California residents have additional rights under the California Consumer Privacy Act (CCPA):

#### **Right to Know:**

- Categories of personal information collected
- Sources of personal information
- Business purposes for collecting information
- Categories of third parties receiving information

**Right to Delete:**

- Request deletion of personal information
- Exceptions for legal and business requirements

**Right to Opt-Out:**

- Opt out of sale of personal information
- Note: MyAmbulex does not sell personal information

**Non-Discrimination:**

- Equal service regardless of privacy rights exercise
- No penalties for exercising CCPA rights

## 8.2 Exercising California Rights

To exercise your California privacy rights:

- Email: [privacy@myambulex.com](mailto:privacy@myambulex.com)
  - Phone: 404-301-0535
  - Include verification information to confirm identity
  - Allow up to 45 days for response
- 

## 9. INTERNATIONAL DATA TRANSFERS

### 9.1 Data Processing Locations

Your information may be processed in:

- United States (primary data centers)
- Cloud service provider locations globally
- Third-party service provider facilities

### 9.2 International Safeguards

**Transfer Protections:**

- Standard contractual clauses with international partners
  - Adequacy decisions for certain countries
  - Additional safeguards for sensitive information
  - Regular compliance monitoring and audits
- 

## **10. COOKIES AND TRACKING TECHNOLOGIES**

### **10.1 Types of Cookies**

#### **Essential Cookies:**

- Platform functionality and security
- User authentication and session management
- Payment processing and transaction completion

#### **Analytics Cookies:**

- Platform usage and performance monitoring
- User behavior analysis for improvements
- Error tracking and debugging

#### **Marketing Cookies (Optional):**

- Personalized advertising and promotions
- Social media integration and sharing
- Campaign effectiveness measurement

### **10.2 Cookie Management**

#### **Control Options:**

- Browser cookie settings and preferences
  - Platform privacy settings
  - Third-party opt-out tools and preferences
  - Mobile device advertising ID controls
- 

## **11. THIRD-PARTY LINKS AND SERVICES**

### **11.1 External Links**

The Platform may contain links to third-party websites and services. We are not responsible for:

- Privacy practices of external sites
- Content or security of linked websites
- Data collection by third-party services
- Accuracy of external information

## 11.2 Integrated Services

### Third-Party Integrations:

- Payment processors and financial services
- Mapping and navigation providers
- Social media platforms and sharing tools
- Customer support and communication services

### Your Responsibility:

- Review third-party privacy policies
  - Understand data sharing implications
  - Manage third-party account settings
  - Contact third parties directly for their privacy practices
- 

## 12. UPDATES TO THIS PRIVACY POLICY

### 12.1 Policy Changes

#### Notification Methods:

- Email notification to registered users
- In-app notifications and alerts
- Website posting with effective date
- Prominent platform announcements

#### Types of Changes:

- **Material Changes:** Require user notification and consent
- **Minor Updates:** Effective immediately upon posting
- **Legal Updates:** May be implemented without prior notice

### 12.2 Continued Use

Your continued use of the Platform after policy updates constitutes acceptance of the revised privacy policy. If you do not agree with changes, you may delete your account and discontinue Platform use.

## 13. CONTACT INFORMATION

### 13.1 Privacy Questions and Requests

For privacy-related questions, concerns, or requests:

**MyAmbulex LLC**

**Privacy Officer**

Email: [privacy@myambulex.com](mailto:privacy@myambulex.com)

Phone: 404-301-0535

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

### 13.2 Response Times

**Standard Requests:** 30 days

**California CCPA Requests:** 45 days

**Urgent Privacy Concerns:** 72 hours

**Data Breach Notifications:** 72 hours

### 13.3 Verification Requirements

To protect your privacy, we may require:

- Account credentials for verification
- Government-issued identification
- Additional security questions
- Notarized documentation for sensitive requests

---

## 14. EFFECTIVE DATE AND ACKNOWLEDGMENT

This Privacy Policy is effective as of July 24, 2025. By using the MyAmbulex Platform, you acknowledge that you have read, understood, and agree to this Privacy Policy.

**Regular Review:** We recommend reviewing this Privacy Policy periodically for updates and changes.

**Questions or Concerns:** Contact our Privacy Officer with any questions about this policy or our privacy practices.

---

*This Privacy Policy was last updated on July 24, 2025 and is effective immediately.*