

# Optimus Health Solutions Privacy Policy

Last updated: [January 2026]

## **Introduction**

Optimus Health Solutions, LLC. ("Optimus," "Optimus HS", "we," "us," or "our") respect your privacy and are committed to protecting it through our compliance with this policy. This Privacy Policy is part of and subject to our [Terms of Service Agreement](#) ("**Agreement**"), and any terms used below which are capitalized but not defined will have the same meaning as set forth in the Agreement.

This policy describes the types of information we may collect from you or that you may provide when you visit the website or webapp (our "**Website**") or access or use the Optimus Health Solutions platform and accompanying software, services, applications (including its mobile app) and solutions, including all related documentation, and our practices for collecting, using, maintaining, protecting, and disclosing that information. For purposes of this Privacy Policy, references to "**you**" or "**your**" means any customer, partner, Authorized User or end user who uses, accesses or interacts with the Website or the platform. For the avoidance of doubt, as between a customer and its designated Authorized User's, Customer is solely responsible for ensuring that each Authorized User is aware of this Privacy Policy and its and their compliance herewith.

This Privacy Policy applies to information we collect:

- on or via the Website.
- on or via the mobile application part of the platform.
- in email, text, and other electronic messages between you and the Website or business.
- through your registration, access to or use of the service.

It does not apply to information collected by:

- us offline or through any other means, including on any other website operated by Optimus HS or any third party, except as described herein; or
- any third party, including through any application or content (including advertising) that may link to or be accessible from or through the Website.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our website. By accessing or using the Website, registering with Optimus Health Solutions or accessing or using our services, you agree to this Privacy Policy. This Privacy Policy may change from time to time. Your continued use of the Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates

Optimus Health Solutions, LLC. provides a platform that enables users to request prescription delivery, prescription transfers, refills, and scheduling of essential healthcare services with participating and non-participating local pharmacies. We are **not a pharmacy, do not dispense medications, and do not**

**provide medical advice.** Our role is limited to coordinating requests and facilitating communication and delivery on your behalf.

This Privacy Policy describes how we collect, use, disclose, and protect your information when you use our website, mobile application, and related services (the “Services”).

By accessing or using our Services, you agree to this Privacy Policy.

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## 1. Information We Collect

We collect several types of information directly from you when using our services as guests or information that you provide when registering for our services using our website, including information by which you may be personally identified, such as name, postal and physical address, email address, telephone number:

### Information You Provide

- **Account Information:** By which you may be personally identified, such as name, postal and physical address, email address, delivery address, telephone number, login credentials.
- **Prescription-Related Request Information:** details needed to coordinate a delivery, refill, transfer, or appointment request (e.g., pharmacy name, expected number of prescription items).
  - *We do NOT require or store medical details such as diagnosis, conditions, or sensitive clinical information even when you mistakenly include them. We discourage providing PHI in free-text fields.*
- **Payment Information:** processed securely through third-party payment processors (we do not store full payment card data).
- **Communications:** messages you send us, customer service interactions, survey responses.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.

### Information Automatically Collected

- Device and browser information
- IP address
- Cookies and tracking technologies
- Location information (with your consent) to enable service availability and delivery functions

### Information from Third Parties

- Participating pharmacies may share limited information necessary to fulfill your request (e.g., order status, ready-for-pickup confirmation).
- Delivery drivers may share delivery updates.

We do **not** receive full prescription details unless needed for operational purposes and as permitted by law.

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## 2. How We Use Your Information

We use your information to:

- Facilitate prescription delivery, transfer, refill, and appointment requests
- Communicate with participating pharmacies and drivers on your behalf
- Provide order updates, confirmations, and notifications
- Improve, operate, and secure our Services
- Process payments and prevent fraud
- Comply with applicable laws and regulations
- Analyze usage for product improvement and service optimization

We **do not** sell or rent personal information, including prescription-related data to third parties or use for advertising. We may use aggregated or de-identified data for analytics, research, and service improvement purposes in a manner that does not identify individuals

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## 3. How We Share Your Information

We may share information to fulfil a purpose for which you provide it with:

### Participating Pharmacies

To fulfill your request (e.g., delivery, refill or transfer requests, or scheduling appointments), we only share what is necessary for coordination.

### Delivery Drivers

To complete deliveries (e.g., pickup location, delivery address, your name).

### Service Providers and Vendors

Trusted vendors who assist with:

- Payment processing

- Customer support
- Technology infrastructure
- SMS/email communication
- Data security

They are required to protect your information and use it only to perform services for us.

### **Legal Requirements**

We may disclose information if required by:

- To comply with any court order, law, or legal process, including to respond to any government authorities or regulatory request.
- To enforce or apply our [Terms of Service](#) and other agreements to protect the rights, property, or safety of Optimus HS users, customers, or others.

We do **not** share or sell PHI or personal data to marketers or data brokers.

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## **4. HIPAA and Health Information**

Optimus Health Solutions does not identify or operate as a pharmacy. However, in limited circumstances, we handle limited prescription-related information for coordination purposes, and on behalf of a covered entity, we may act as a Business Associate and apply HIPAA-aligned safeguards such as:

- encryption in transit and at rest
- restricted access control
- secure, complaint data storage practices
- minimum necessary data handling at all times
- Business Associate Agreements (BAAs) with applicable service partners
- operational process aligned with HIPAA privacy and security standards

Our goal is to support patients and local pharmacies while maintaining strong data privacy protection and minimizing PHI exposure wherever possible. We encourage users to avoid including sensitive medical details that do not contribute to their request coordination in optional text fields.

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## 5. Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All personal or confidential information you provide to us is stored on our secure servers behind firewalls. Any payment transactions that are directly collected by Optimus will be encrypted using modern ciphers. If payments of Fees are made through a third party, then that third party is responsible for processing and protecting all information pertaining to such payment. The industry-standard safeguards are to protect your information, including encryption, access controls, secure servers, and monitoring for unauthorized access,

The safety and security of your information largely depend on you. Where we have given you (or where you have chosen) a password/OTP for access to certain parts of our Solution, you and your Authorized users are responsible for keeping this password/OTP confidential. We ask you not to share your password/OTP with anyone and when you do so, to ensure you and the recipients have mechanisms in place to protect and secure the passwords.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website or any components thereof. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website or the Solution or any of its applications. In the event of a data breach affecting personal information, we will notify affected individuals and regulators as required by applicable law.

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## 6. Data Retention

We retain information only as long as necessary along the lines of account lifecycle, legal retention and de-identification for analytics to:

- provide our Services
- comply with legal obligations
- resolve disputes
- enforce agreements

You may request deletion at any time (see Section 10).

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## 7. Your Choices and Rights

Depending on your location, you may have rights to:

- access your information
- update or correct information

- request deletion
- opt out of communication
- restrict data processing
- Request a copy of your data

To exercise these rights, contact us at:

[privacy@optimushs.com](mailto:privacy@optimushs.com)

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## 8. Children Under the age of 18

Optimus Health Solutions' Services may be used to request prescription delivery and related services for minors under the age of 18 **only when initiated, managed, and authorized by a parent or legal guardian.**

We do not knowingly permit children under the age of 18 to create independent accounts or submit personal information directly without the involvement and consent of a parent or legal guardian.

### Information About Minors

When a parent or legal guardian uses our Services on behalf of a minor, we may collect limited information about the minor that is necessary to fulfill the requested services, such as:

- The minor's name
- Delivery address
- Pharmacy coordination details

We collect this information **solely for service fulfillment purposes** and in accordance with applicable privacy and healthcare laws.

### Parental Consent and Control

By submitting information about a minor, the parent or legal guardian represents and warrants that:

- They are the minor's parent or legal guardian, or are otherwise legally authorized to act on the minor's behalf
- They consent to the collection, use, and disclosure of the minor's information as described in this Privacy Policy

Parents or legal guardians may:

- Review or request deletion of a minor's information
- Exercise applicable privacy rights on the minor's behalf

Requests can be made by contacting us at: [\[privacy@optimushs.com\]](mailto:privacy@optimushs.com)

## Children Under 13

Optimus does not knowingly collect personal information directly from children under the age of 13. All requests involving children under 13 must be submitted and managed by a parent or legal guardian.

If we become aware that personal information has been collected from a child under 13 without appropriate parental authorization, we will take steps to delete such information promptly.

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## 9. Third-Party Links

Our Services may link to third-party sites (e.g., pharmacy websites). We are not responsible for their privacy practices. We encourage users to review their policies.

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## 10. Your Privacy Rights (State-Specific)

If you live in California, Virginia, Colorado, or other states with privacy laws, you may have additional rights under: CCPA/CPRA, VCDPA, CPA, Other emerging state regulations. We honor valid privacy requests in accordance with applicable law.

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## 11. Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our website and this privacy policy to check for any changes. Your continued use of the Services means you accept the updated policy.

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## 12. Contact Information

If you have questions about this Privacy Policy or your data, contact us at:

[privacy@optimushs.com](mailto:privacy@optimushs.com)

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