

Privacy Policy

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective Date: January 29, 2026 Last Updated: December 15, 2025

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information, including Protected Health Information (“PHI”), in accordance with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), the Texas Medical Records Privacy Act (Texas Health & Safety Code Chapter 181), and other Texas laws. We are committed to protecting your privacy and ensuring transparency in how your information is handled, including for telehealth services.

By accessing our website or using our services (including telehealth), you acknowledge and agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information:

1.1 Personal Information

Information that identifies, relates to, or can reasonably be linked to an individual, such as:

- Name
- Contact information (email, phone number, address)
- Date of birth
- Payment information (processed securely through third-party vendors)

1.2 Protected Health Information (PHI)

PHI is collected, stored, and used in compliance with HIPAA and Texas law and may include:

- Medical history
- Treatment information
- Diagnostic information
- Appointment records
- Communications with our clinical team

1.3 Website & Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device identifiers
- Cookies and usage analytics

This information helps us improve website performance and user experience.

2. How We Use Your Information

We use personal information and PHI for purposes including:

- Providing medical or wellness services (including via telehealth)
- Scheduling and managing appointments
- Communicating with you about care, services, or inquiries
- Processing payments
- Maintaining accurate medical records
- Improving website functionality and user experience
- Meeting legal, regulatory, and accreditation requirements

We do not sell personal information or PHI.

3. How We Protect Your Information

We maintain administrative, physical, and technical safeguards to protect personal information and PHI, including:

- Secure Socket Layer (SSL) encryption for all website data transmission
- HIPAA-compliant electronic health record (EHR) systems and telehealth platforms with encryption and safeguards to protect PHI during transmission and storage
- Access controls and authentication requirements
- Secure storage of physical and digital records
- Staff training on privacy and security practices

For telehealth services, we use HIPAA-compliant platforms and methods consistent with Texas Occupations Code Chapter 111 to ensure the confidentiality of your clinical information is maintained as required by federal and state law.

PHI is retained in accordance with federal and state retention requirements and organizational policy.

4. Our Legal Duties

We are required by law to maintain the privacy and security of your Protected Health Information (PHI), to provide you with this Notice of our legal duties and privacy practices, to abide by the terms of this Notice currently in effect, and to notify you following a breach of

unsecured PHI. We reserve the right to change our privacy practices and the terms of this Notice, and we will make the revised Notice available as described in Section 12.

5. How We Share Information

We may share information only as permitted by law, including:

5.1 With Your Authorization

We will not disclose PHI without your written authorization except as allowed by HIPAA and Texas law.

5.2 For Treatment, Payment, and Health Care Operations

Examples include:

- Coordination with other providers
- Insurance billing
- Quality improvement activities

5.3 With Business Associates

Vendors who assist with services (e.g., billing, EHR, IT support, telehealth platforms) must sign HIPAA-compliant Business Associate Agreements (BAAs).

5.4 As Required by Law

We may disclose information to comply with:

- Court orders
- Public health reporting
- Law enforcement requests
- Regulatory audits

Note that once PHI is disclosed pursuant to this Notice, it may be subject to redisclosure by the recipient and may no longer be protected by HIPAA.

We comply with the Texas Medical Records Privacy Act (Texas Health & Safety Code Chapter 181), which may impose additional limitations on the electronic use and disclosure of your PHI beyond federal HIPAA requirements. Electronic disclosures of PHI are limited (without your authorization) primarily to treatment, payment, health care operations, or certain insurance purposes. We will provide notice of these limitations as required and obtain your authorization for other electronic disclosures where mandated by Texas law.

In addition to HIPAA, we comply with applicable state laws (e.g., Texas Health & Safety Code and Occupations Code Chapter 111) that may provide greater protections.

6. Your Rights Under HIPAA

You have the following rights regarding your PHI:

- Right to Access: Request copies of your health records (including electronic formats where maintained in an EHR, provided within 15 business days under Texas law where applicable).
- Right to Amend: Request corrections to inaccurate or incomplete information.
- Right to Request Restrictions: Ask us to limit how your PHI is used or disclosed.
- Right to Confidential Communications: Request alternative communication methods.
- Right to an Accounting of Disclosures: Receive a list of certain disclosures made without your authorization.
- Right to a Paper Copy: Request a printed copy of this Privacy Policy or our Notice of Privacy Practices (NPP).

Requests may be submitted using the contact information below.

7. Right to File a Complaint

If you believe your privacy rights have been violated, you may file a complaint with us by contacting our Privacy Officer at the information provided in Section 13. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services (HHS) at www.hhs.gov/ocr/privacy/hipaa/complaints/ or by mail to the Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201. We will not retaliate against you for filing a complaint.

NOTICE CONCERNING COMPLAINTS: Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants, may be reported for investigation to the Texas Medical Board, Attention: Investigations, 333 Guadalupe, Tower 3, Suite 610, P.O. Box 2018, MC-263, Austin, Texas 78768-2018. Assistance in filing a complaint is available by calling 1-800-201-9353. For more information, visit www.tmb.state.tx.us.

8. How We Provide This Notice

We will provide you with a copy of this Notice on your first visit or service delivery (including telehealth; or as soon as practicable in emergencies). We will make a good faith effort to obtain your written acknowledgment of receipt. The Notice is also posted prominently on our website and available upon request.

9. Cookies and Online Tracking

Our website may use cookies or similar technologies to:

- Improve site functionality
- Analyze traffic
- Personalize user experience

You may adjust your browser settings to disable cookies, though some features may not function properly.

10. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices or content of external websites. We encourage you to review their privacy policies.

11. Children's Privacy

Our website and services are not directed to children under 18. We do not knowingly collect information from children without parental consent as required by law.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in laws, regulations, or our practices. Updates will be posted on this page with a revised “Effective Date.” We will notify you of any material changes within 60 days via mail, email, or other appropriate means.

13. Contact Information

For questions, requests, or concerns regarding this Privacy Policy or your rights, please contact: Lone Star Center for Health & Wellness Privacy Officer: Dr. Severo Rodriguez Address: 8233 Fredericksburg Road Phone: 210-455-0102 Email: SAR@lonestarcenters.com