

# MedFiller Privacy Policy

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## ***What is MedFiller?***

MedFiller is an online tool created by Nuanced Technologies Inc. for medical providers to seamlessly and accurately complete patient related forms and paperwork. We take the privacy of individuals using our system for medical forms very seriously. Knowing what we do and how we help medical offices handle paperwork will help you better understand our privacy policy better. If you are a patient of a medical provider or an end-user, you are welcome to [browse our website and find out more about our products and services](#).

This Privacy Policy describes the information collected through this web site and our and the services that we provide and how that information is used and shared. MedFiller and/or Nuanced Technologies Inc. ("MedFiller," "Nuanced," "we," "us," or "our"), and its suppliers may collect or receive the types of information described below in connection with your access to and use of the Service, including your account registration on the Service (together, "Collected Information").

By accessing or using the Service or by accepting our [Terms of Service](#), you ("you") agree that you have read and understand this Privacy Policy and that you consent to the collection, use, and sharing of information as discussed below. If you do not agree with this Privacy Policy, do not access or use the Service.

This Privacy Policy is incorporated into and made a part of our [Terms of Service](#). We reserve the right to modify this Privacy Policy at any time. All changes will be effective immediately upon posting to the Service and, by accessing or using the Service after changes are posted, you agree to those changes. Material changes will be conspicuously posted on the Service or otherwise communicated to you.

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## Information Security Warning

Nuanced Technologies does not guarantee that loss, misuse, or alteration of Collected Information will not occur, but we have security measures in place to help protect against the loss, misuse, and alteration of information under our control, including Encryption-at-Rest and Secure Socket Layers (SSL) technology.

Be warned that the storage and communication of information can never be completely secure, so we do not guarantee that communications or other information that you submit or that are otherwise provided to us will be completely secure. In addition we direct you towards our terms of service and liability waivers therein related to information security and data loss.

If you become aware of any breach of Service security or this Privacy Policy, please notify us at [support@medfiller.com](mailto:support@medfiller.com) immediately. If our security system is breached, we will notify you of the breach only if it is positively determined without any ambiguity that breach involved your personal data and to the extent required under applicable law.

## Information That We Collect (HIPAA Release)

We collect information that you or your health care professional provide to our system including Personally Identifiable Information, Protected Health Information. Input of any information is completely voluntary and you can always at your discretion discontinue use of our Service.

### Personally Identifiable Information (PII)

“Personally Identifiable Information” or PII refers to information that, when used alone or with other relevant data, can identify you. You can visit the Service without sharing personally identifiable information (e.g., browse our website), but you will be required to provide personally identifiable information in order to use certain Service features. We will collect any Personally Identifiable Information from or about you that you choose to provide to us or that may be provided to us through your health care provider, which may include, but is not limited to, your name, email address, mobile telephone number, birthdate, and physical address. Specifically, we collect your Personally Identifiable Information when you use the Service to initiate paperwork requests with health care providers, or when medical providers request that you be emailed/texted about pending paperwork.

We may share your Personally Identifiable Information with third parties, including your health care provider and suppliers that we engage to provide services to us in connection with the Service.

### Protected Health Information (PHI)

Certain information about you required to complete medical paperwork may be Protected Health Information (PHI). Notwithstanding anything to the contrary elsewhere in this Privacy Policy applying more generally to Collected Information, to the extent we provide information to a health care provider about you, or that a health care provider or other covered entity or their business associate provides to us about you, constitutes PHI, we have implemented safeguards designed to protect your PHI and will only use or disclose it as required or permitted by applicable federal and state/provincial laws, including HIPAA, and in accordance with any contractual obligations that we may have with your health care provider. It may be necessary for us to share your PHI with third parties, including suppliers that we engage to provide services in connection with the Service. If we share your PHI with any third party, our policy is to share only the minimum necessary information to enable the third party to provide the services for which we have engaged them in connection with the Service, and we will require that the third party agrees to use and disclose your PHI only as required or permitted by applicable federal and state laws, including HIPAA.

## **Other Information That We May Collect**

- Account activity
- Location information
- Data collected by the servers used to operate the Service (e.g., IP addresses)
- Data collected by cookies
- Data collected by advertising and analytics services
- Data collected by social media platforms

## How We Use and Share Collected Information

In addition to the uses described above, Nuanced Technologies and its suppliers may use and share Collected Information as described below. We will not sell, rent, use, or share Collected Information except as disclosed in this Privacy Policy or as permitted by applicable law and subject to any contractual obligations we may have with healthcare providers and subcontractors.

- We share Collected Information with the health care providers with which you initiate or complete your medical forms and paperwork
- We use Collected Information for the purpose for which it was collected.
- We use Collected Information to send you communicate with you via emails and text messages.
- We use Collected Information to evaluate and improve the Service.
- We use and share Collected Information in connection with legal proceedings and to protect our rights.
- We share Collected Information with the suppliers that provide us with services in connection with the Service.
- We aggregate Collected Information to create anonymous data on Service users.
- We share Collected Information if Nuanced Technologies undergoes a change in control.

### Sharing Collected Information with Health Care Providers

We will share Collected Information with the health care providers that will be handling your paperwork only in accordance with any contractual obligations we have in place with the health care providers, our privacy and confidentiality policies, and any applicable federal and state laws designed to safeguard your privacy, including, but not limited to, HIPAA to the extent applicable.

### Communication with You

We may use Collected Information to notify you of changes made to the Service (for example, changes to our Terms of Service, HIPAA Authorization, and this Privacy Policy) and, if you sign up or otherwise opt in to receive promotions from us, to send you promotional materials and other communications as set forth above.

### Service Evaluation and Improvement

We may use Collected Information: to analyze, develop, and improve the content, materials, products, and services that we make available through the Service and the Service's functionality; to inform marketing and communication plans and strategies; to evaluate user needs and customize Service content, promotional emails, and your browsing experience; and for other legitimate and lawful business purposes.

## **Security and Protection of Rights**

We may use Collected Information and share it with third parties to the extent permitted or required by applicable law, including in the event of a subpoena, court order, or law enforcement request. We will use Collected Information and share it with third parties if we believe doing so is necessary to operate the Service or to protect our rights or the rights of others, including disclosing information necessary to identify, contact, or bring legal action in the event of a violation of our contracts, terms, or policies, but we will do so only in accordance with applicable federal and state laws and any contracts we have with health care providers and subcontractors, if such contracts are applicable to such disclosure.

## **Sharing Collected Information with Our Suppliers**

We may share Collected Information with our Service management and hosting suppliers, payment processors, marketing and public relations service providers, email service suppliers, text message service providers, and other suppliers as necessary for us to provide the Service and our products and services to you and as may otherwise be permitted by applicable law and in accordance with any contractual obligations we have in place with health care providers and subcontractors, to the extent such information is covered by the contractual obligations, which includes suppliers that we may engage to provide services in connection with the Service. We require our suppliers to comply with all applicable data privacy laws and regulations. Our suppliers are authorized to and may use Collected Information as necessary for them to provide the applicable services to us. If it is necessary for us to share your PHI with any supplier, our policy is to share only the minimum necessary information to enable the supplier to provide the services for which we have engaged them in connection with the Service, and we will require that the supplier agrees to use and disclose your PHI only as required or permitted by applicable federal and state laws, including HIPAA to the extent applicable.

## Other Privacy Concerns

### Aggregate Data

We may use your personally identifiable information and other Collected Information to create anonymous aggregate data on Service users, which describes users as a group but does not reveal the identity of individual users. We may use aggregate data to understand Service users' needs, to determine Service user demographics and usage patterns, to determine what kinds of products and services we can provide, and to improve and enrich our products, services, and the Service.

### Access by Children

The Service is not directed at users under 18 years of age. If a parent or legal guardian becomes aware that their child has provided us Personally Identifiable Information without his or her consent, the parent or legal guardian should contact us at [support@medfiller.com](mailto:support@medfiller.com). If we become aware that a minor under the age of 18 has provided us with information, we will delete that information from our files. If a parent or guardian has entered information on behalf of a minor, the parent or legal guardian represents and warrants that he or she is the parent or legal guardian of that minor with a right to provide us with the information of that minor.

### Links to Third Party Sites

The Service may contain links to other sites that are not owned or controlled by Nuanced Technologies, such as social media sites or sites belonging to our partners or suppliers. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy statements of each and every website that collects Personally Identifiable Information. This Privacy Policy applies only to information collected by our Service.

### International Transfer

Your information may be transferred to, and maintained on, computers located in the United States and/or Canada. However, the transmission and storage of data will be fully HIPAA compliant and done using commercially viable methods of protecting, and securing your data.

## How to Access Your Personally Identifiable Information

To access or update your Personally Identifiable Information as it exists in our records please contact us at [support@medfiller.com](mailto:support@medfiller.com).

## Notice to California Residents

California residents may request a list of certain third parties to which we have disclosed personally identifiable information about you for direct marketing purposes. You may make one request per calendar year. In your request, please attest to the fact that you are a California resident and provide a current California address for your response. You may request this information in writing by contacting us at: [support@medfiller.com](mailto:support@medfiller.com). Please allow up to **45** days for a response.

## Contact Us

If you have any questions or concerns regarding this Privacy Policy, contact us by email at [support@medfiller.com](mailto:support@medfiller.com) or by mail at MedFiller c/o Nuanced Technologies, 21 Amalia Cres. Guelph, ON, N1L 1L2