

Privacy Policy

Effective Date: October 21, 2025

1. Introduction

White Glove Post-Op (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or communicate with us.

As a healthcare provider, we comply with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA) and North Carolina privacy regulations.

2. Information We Collect

We may collect:

- **Personal information:** name, phone number, email address, mailing address, and other contact details you voluntarily provide.
 - **Health-related information:** relevant medical details you or your surgeon share for the purpose of coordinating postoperative care.
 - **Website and communication data:** information automatically collected via cookies, analytics tools (such as Google Analytics), and email communications.
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3. How We Use Your Information

Your information is used to:

- Schedule and provide postoperative care services.
- Communicate with you, your surgeon, or your designated caregiver.
- Improve our services and website functionality.
- Maintain legal, accounting, and compliance records.

We do **not** sell, rent, or trade your personal information.

4. Information Sharing

We may share your information only as permitted or required by law, such as:

- With your consent or at your direction.
- With your surgeon or medical team to coordinate care.

- With third-party service providers (e.g., secure email or scheduling platforms) under strict confidentiality agreements.
- As required by law, regulation, or court order.

All such disclosures are made in compliance with HIPAA and applicable state laws.

5. Data Security

We implement reasonable and appropriate administrative, technical, and physical safeguards to protect your data against unauthorized access, disclosure, alteration, or destruction.

While we follow industry best practices, no method of transmission over the internet can be guaranteed 100% secure.

6. Your Rights

Depending on your location, you may have rights to:

- Access and receive a copy of your information.
- Request correction or deletion of your information.
- Limit how we use or share your information.
- File a complaint if you believe your privacy rights have been violated.

To exercise your rights, contact us at terms@whiteglovepostop.com.

7. Cookies and Analytics

We may use cookies or analytics tools to understand how our website is used and to improve user experience. You can manage cookie settings through your browser preferences.

8. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, contact us at:

Email: terms@whiteglovepostop.com