

GUIDEHEALTH PORTAL PRIVACY NOTICE

Last Updated: 2025-12-10

This Portal Privacy Notice describes how Guidehealth, LLC (“Guidehealth,” “we,” “our,” “us”) may collect, use, or disclose personal information, through the Guidehealth portal (the “Portal”).

As used in this Portal Privacy Notice, the term “personal information” means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you. Personal information does not include information that is publicly available, de-identified, or aggregated.

The Portal integrates with information from your healthcare organizations, and provides you with the opportunity to access certain functionalities, such as the ability to search for active in-network providers, review your claims, and review other healthcare authorizations.

We may process certain personal information (including health information) pursuant to our business associate agreement with your healthcare organization. Your healthcare organization’s notice of privacy practice governs the processing of your personal information. If you have any questions about the data practices around your personal information, please contact your healthcare organization.

By using the Portal or creating an account, you acknowledge our privacy practices regarding the collection and use of your personal information as described in this Privacy Notice. Please also review the [Terms and Conditions](#), which govern your use of the Portal.

1. Collection of Personal Information

On behalf of the healthcare organizations that partner with Guidehealth, we may collect the following personal information:

- **Account Creation.** We may collect personal information when you create an account through the Portal, including:
 - Demographic information, such as your name, date of birth, and gender;
 - Contact information, such as your email address, phone number and mailing address;
 - Details around your access to the Portal with your account;
 - Information about your healthcare provider, such as your healthcare provider’s name and contact information; and
 - Information about your health insurance, such as the name and contact information for your health insurance.

- **Healthcare Provider.** If you are a healthcare provider, we may collect personal information such as your professional contact information, and credential and institutional affiliations information.

2. Use of Personal Information

We may use your personal information for the following purposes:

- Providing you with information about the care you receive from your healthcare organization
- Communicating with you
- Conducting quality, safety, and internal research, including evaluating our Portal, repairing or improving the quality of our Portal, tracking and responding to quality and security issues, and developing new or enhanced products and services offerings
- For security and integrity, including detecting security incidents and protecting against malicious, deceptive, or illegal activity, enforcing our policies and terms, protecting our rights, and providing you with a secure experience

3. Disclosure of Personal Information

We may disclose personal information for operational or internal business purposes. These disclosures include:

A. Vendors

We may use vendors to help us operate our business and the Portal, or to perform services on our behalf, such as: Portal maintenance, and Portal security.

B. Other Disclosures

We may also disclose your personal information:

- as required and/or permitted by applicable laws;
- in the event we sell or transfer all or a portion of our business assets (e.g., further to a merger, reorganization, liquidation, or any other business transaction), including negotiations of such transactions, in accordance with applicable laws;
- where we determine that disclosure of specific information is necessary to comply with the request of a law enforcement or regulatory agency or other legal process; or
- to enforce our policies, or to investigate, prevent and take action regarding illegal activities, suspected fraud, to protect legal rights, propriety, or safety; or
- when necessary to protect us, our employees, our customers, or others.

4. Privacy Rights

For any questions regarding the privacy rights you may have to your personal information, please contact your healthcare organization.

5. Information for Users Outside of the United States

Please note that Guidehealth is based in the United States and that personal information submitted to the Portal will be transferred to a server in the United States and will be processed by staff operating in the United States. By using the Portal or submitting personal information to us, you consent to this transfer, processing and storage. Please be aware that the data protection laws and regulations that apply to your personal information transferred to the United States or other countries may be different from the laws in your country of residence.

6. Updates to this Privacy Notice

We reserve the right to make changes to this Privacy Notice. We will indicate changes to the Privacy Notice by updating the “Last Updated” date of the current Privacy Notice at the top of this page. These changes will take effect immediately upon posting. By continuing to use the Portal following such changes, you will be deemed to have agreed to such changes. If you do not agree to the changes in our Privacy Notice, it is your responsibility to stop using our Portal.

7. Contact Us

You may contact us by emailing us at privacy@guidehealth.com.