

PRIVACY POLICY

Medical Case Consulting, LLC — Website Privacy Policy

This Privacy Policy describes how Medical Case Consulting (“Company,” “we,” “us”) collects, uses, and protects information through our website.

1. Information We Collect

- Contact form submissions: When you submit our website contact form, we collect the information you provide, which may include full name, company name, phone number, email address, and project details.
- Automatically collected information: Like most websites, we may collect standard technical information such as browser type, device type, and pages visited, which helps us maintain and improve the Site.
- We do not collect Protected Health Information (PHI) through the website contact form. Medical records and PHI are exchanged exclusively through our secure client portal (SmartVault), which is governed separately by a Business Associate Agreement with each referring firm or insurer, not by this website Privacy Policy.

2. How We Use Information

- To respond to inquiries submitted through the Site.
- To communicate with prospective and current clients about our services.
- To maintain, secure, and improve the Site.

We do not sell or rent information collected through the Site to third parties.

3. Third-Party Services

Our website contact form and secure client portal are provided by third-party vendors. PHI submitted through our secure client portal is handled in accordance with our Business Associate Agreement with that vendor and with the referring firm or insurer. We encourage you to review the privacy practices of any third-party service you interact with directly.

4. Data Security

We take reasonable technical and administrative measures designed to protect information submitted through the Site. However, no method of transmission over the internet is completely secure, and PHI should only ever be submitted through our designated secure portal, never through the general website contact form or email.

5. Your Choices

You may contact us to ask what information we hold about you, to request correction, or to request deletion of information you submitted through the website contact form, subject to our recordkeeping obligations described in our Data Retention & Destruction Policy.

6. Children's Privacy

The Site is intended for business use by attorneys, insurers, and other professional contacts. It is not directed to, and we do not knowingly collect information from, individuals under the age of 18.

7. Changes to This Policy

We may update this Privacy Policy from time to time. The effective date at the top of this page reflects the date of the most recent revision.

8. Contact Us

Questions about this Privacy Policy may be directed to: Medical Case Consulting.