

WEB TERMS AND CONDITIONS OF USE POLICIES

Policy Name	Website Privacy	Effective Date: October 2026
Policy Number	ADM_PRW	Next Review: 2028
Prepared / Reviewed by: PCC-SEAM	HEAM Institutional Approval  Jorge L. Matta Serrano, MHSA Executive Director  Ricardo Hernandez, Director Information and Technology (IT)	*Revision Date: October 2026

1 Purpose

This Policy explains how the Hospital collects, uses, retains, and discloses information obtained through the Site. It does not replace the Hospital's Notice of Privacy Practices, which governs protected health information under HIPAA and other applicable laws.

2 Information we collect

- Information provided voluntarily, such as name, email address, telephone number, and the contents of inquiries or forms.
- Technical information, such as IP address, browser type, device, pages visited, date, time, and referring site.
- Preferences and data generated through cookies or similar technologies.
- Information necessary to process requests, payments, or digital services, when available.

3 How we use information

- Operate, maintain, protect, and improve the Site.
- Respond to inquiries and process requests.
- Provide requested functions and administrative communications.
- Understand use of the Site and improve its accessibility and performance.
- Prevent fraud, abuse, security incidents, and unauthorized uses.
- Comply with legal, regulatory, and contractual obligations.

4 Medical information and forms

Do not send urgent clinical information through general forms, ordinary email, or social media. When a tool is intended to receive health information, the corresponding protections, authorizations, and notices will apply. For clinical matters, use the Patient Portal or contact the area designated by the Hospital.

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5 Disclosure

The Hospital may share information with service providers that support hosting, security, analytics, communications, payments, or operation of the Site; with affiliated entities when necessary for the requested function; or when required by law, a valid order, safety considerations, or the protection of rights. The Hospital does not sell personal information obtained through the Site in exchange for money.

6 Retention and security

Information will be retained for the period reasonably necessary for the purposes described, legal requirements, and institutional policies. The Hospital uses reasonable administrative, technical, and physical safeguards, but no transmission or storage system can guarantee absolute security.

7 User choices

You may configure your browser, manage cookie preferences, refrain from completing optional forms, or request corrections when appropriate. Disabling certain technologies may limit Site functions.

8 Minors

The Site is not intended to deliberately collect personal information from minors without the involvement of a parent, guardian, or authorized representative, except when permitted by law and required by the specific function.

9 External links and changes

External sites maintain their own practices. The Hospital may update this Policy and will publish the date of the current revision.

10 Contact

For questions or requests related to Site privacy, contact cdavila02@auxiliomutuo.com