

Destination Health

Website Privacy Policy

What this privacy policy covers

This privacy policy pertains to the use of the Destination Health website at DestinationHealthClinic.com. This privacy policy covers how Destination Health, Inc. ("Destination Health", "We", "Us", or "Our") treats personal information that Destination Health collects and receives through the website (Electronic Health Records, or EHR). It also describes the choices available to you regarding our use of your personal information and how you can access and update this information. Personal information is information about you that is personally identifiable like your name, address, email address or phone number. Children under 13 are not permitted to use the Service, and so this privacy policy makes no provision for children's use of the site.

Information collection and how it is used

General Information

Destination Health collects personal information when you request an appointment or completed online health questionnaires. We may ask for your name, email address, phone number, and your company's demographic and financial information such as credit card information.

Credit card may be requested on booking an appointment, and this information is encrypted on computer systems that are secured in a locked cage at a data center not controlled by Destination Health but by the vendor Kareo.

Destination Health automatically receives and records information on our server logs from your browser, including your IP address and the page you request.

Destination Health uses information for the following general purposes: products and services provision, identification and authentication, services improvement, and contact.

If you're a patient and you sign up for Destination Health Patient Portal and elect to use the online patient payment service, your transaction will be processed by Stripe, Inc., and the information you provide to Stripe is subject to its privacy policy.

IP Addresses

IP Addresses are automatically reported by your browser each time you view a web page or use our Service. IP addresses may be used for various purposes, including:

To diagnose or service technology problems reported by our users or engineers that are associated with the IP addresses controlled by a specific Web company or ISP.

To estimate the total number of users visiting Destination Health from specific geographical regions.

Cookies and Other Tracking Technologies

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computers and stored on your computer's hard drive. We do link the information we store in cookies to personal information you submit while on our website.

Destination Health uses both "session" cookies and "persistent" cookies. A session ID cookie will get removed automatically when you close your Web browser. We may use session cookies to make it easier for you to navigate our website. A persistent cookie remains on your hard drive for an extended period of time. We may also set a persistent cookie to store your passwords, so you don't have to enter it more than once if you so choose. We have cookies on our site but the data is only collected in the aggregate. We use a third-party tracking service that uses cookies and other tracking technologies to track non-personally identifiable information about visitors to our site in the aggregate.

If you reject cookies, you may still use our website, but your ability to use some areas of our site, such as contests or surveys, will be limited.

Web Beacons / Gifs

Destination Health uses software technology called clear gifs or Web beacons to help us better manage content on our website by informing us what content is effective. These technologies are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. In some cases, we tie information gathered by clear gifs to our customers' personal information; an example would be tracking emails that have been opened by recipients which allows us to measure the effectiveness of our communications.

3rd Party Tracking

The use of cookies by any tracking utility company is not covered by our privacy policy. We do not have access or control over these cookies. Tracking utility company may use session ID cookies and/or persistent cookies.

Behavioral Targeting / Re-Targeting

We may partner with a third party ad network to either display advertising on our website or to manage our advertising on other sites. Our ad network partner uses cookies and Web beacons to collect information about your activities on this and other websites to provide you targeted advertising based upon your interests. If you wish to not have this information used for the purpose of serving you targeted ads, you may opt-out by. Please note this does not opt you out of being served advertising. You will continue to receive generic ads.

Protected Health Information

If you are a patient using Destination Health services the information you provide to us when scheduling an appointment online or completing health questionnaires may be considered PHI and will be protected by Destination Health as required by federal and state laws.

Information sharing and disclosure

Destination Health may be required to disclose personally identifiable information or protected health information under special circumstances, such as to comply with subpoenas

Destination Health may share demographic information with business partners, such as "7% of Destination Health customers are in the Springfield, MA region" or the like. No personally identifiable information or protected health information will ever be used without your permission (i.e., we will ask you before using a quote or testimonial).

Third party vendors, including Google, show our ads on sites on the Internet. Third party vendors, including Google, use cookies to serve ads based on a user's prior visits to our website. Users may opt out of Google's use of cookies by visiting the Google advertising opt-out page. Destination Health does not rent, sell, or share personal information about you with other people or nonaffiliated companies for promotional purposes except to provide products or services you've requested or when we have your permission.

We use other third parties such as a chat service provider to provide customer service to you, and a credit card processing company to bill you for services, when you sign up for these services, we will specify what personally identifiable information is being shared as necessary for the third party to provide that service.

Accessing, updating, or correcting your personal information

If your personally identifiable information changes, or if you no longer desire our Service, you may correct it or request deletion by contacting us by telephone or postal mail at the contact information listed below. We will respond to your request to access within a reasonable timeframe.

Security

While we follow generally accepted industry standards to protect the personally identifiable information submitted to us, both during transmission and once we receive it, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Customer testimonials, comments and reviews

We post customer testimonials, comments and reviews on our website which may contain personal information. We do obtain the customer's consent to post their name along with their testimonial via email prior to posting the testimonial. If you wish to update or delete your testimonial, you can contact us.

Links to other sites

If you click on a link to a third party site, you will leave this site and go to the site you selected. Because we cannot control the activities of third parties, we cannot accept responsibility for any use of your personally identifiable information by such third parties, and we cannot guarantee that they will adhere to the same privacy practices as us. We encourage you to review the privacy policies of any other service provider from whom you request services.

Social Media Widgets

Our website includes Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button or interactive mini-programs that run on our website. These Features may collect your IP address, which page you are visiting on our website, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our website. Your interactions with these Features are governed by the privacy policy of the company providing it.

Questions

If you have questions or suggestions you can contact us at:

Destination Health
175 Dwight Road Suite 303-D
Longmeadow, MA 01106
Phone: 508-784-6602
Email: nurse@destinationhealthclinic.com