

# Privacy Policy

Effective Date: 08/1/2025 (revised)

At Hampton Healthcare and Consulting PLLC DBA Caring Star Medical Services, we value your privacy and are committed to protecting your personal and health-related information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website <http://caringstarmedical.com> or engage with our services, including telehealth appointments and SMS communications.

## 1. Information We Collect

We may collect the following personal information: - Name, phone number, email address, mailing address - Date of birth, insurance information, and medical history - Communication preferences, including SMS and telehealth consent - Information submitted via forms, appointment requests, or surveys - Technical data (such as IP address and browser type) when you visit our website

## 2. How We Use Your Information

We use the information we collect to: - Schedule and manage appointments, including telehealth visits - Communicate about your care, prescriptions, and lab results - Send appointment reminders, service updates, and health alerts - Improve our services and website functionality - Respond to inquiries and customer support requests - Comply with legal, regulatory, or insurance requirements

## 3. Telehealth Privacy and Security

Caring Star Medical Services provides telehealth services using a secure, HIPAA-compliant platform. During a telehealth visit, your personal and health information is protected through encrypted communications. We do not record or store video sessions unless required by law or with your explicit consent. You are encouraged to be in a private, quiet location during your virtual visit to maintain your confidentiality.

## 4. SMS Communications

By opting in, you agree to receive SMS messages from Caring Star Medical Services for purposes such as: - Appointment reminders - Prescription or lab updates - General health and wellness alerts -Practice announcements Message frequency may vary. Message and data rates may apply. To opt out at any time, reply STOP. For help, text HELP or visit <http://caringstarmedical.com>. SMS consent is not shared with third parties or affiliates.

## **5. Information Sharing and Disclosure**

We do not sell or rent your personal information. Your data may be shared only under the following circumstances: - With healthcare professionals and staff directly involved in your care - With third-party service providers (e.g., labs, billing services) under strict confidentiality agreements - When required by law, court order, or in response to legal requests - To prevent fraud, harm, or threats to health and safety

## **6. Data Security**

We implement appropriate technical and organizational safeguards to protect your personal and health information from unauthorized access, disclosure, alteration, or destruction. All telehealth and SMS communications are conducted through secure, encrypted channels.

## **7. Your Rights and Choices**

You have the right to: - Access or request a copy of your personal information - Correct or update your information - Withdraw consent for communications, including SMS or telehealth - File a complaint regarding your privacy rights To exercise these rights, contact us at: Email: [Insert Contact Email]  
Phone: [Insert Office Number]

## **8. Updates to This Policy**

We may update this Privacy Policy periodically to reflect changes in regulations or services. Updates will be posted on our website with a revised effective date.

## **9. Contact Us**

If you have questions about this Privacy Policy or our privacy practices, please contact us at: Caring Star Medical Services 12340 Jones Rd., 255, Houston, TX 77070  
Phone: 832-384-5885  
Website: <http://caringstarmedical.com>  
Email: [caringstarmedical@gmail.com](mailto:caringstarmedical@gmail.com)