

Privacy Policy

Effective Date: July 1, 2026

Home Physicians Medical Group, Inc. ("Home Physicians," "The House Call Docs," "we," "our," or "us") respects your privacy and is committed to protecting the personal information you share with us through www.thehousecalldocs.com (the "Website").

This Privacy Policy explains how we collect, use, disclose, and safeguard information collected through our Website. By using this Website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

Personal Information You Provide

When you contact us or request services, you may voluntarily provide:

- Name
- Email address
- Telephone number
- Mailing address
- Information about your healthcare needs
- Insurance information (if submitted)
- Any information you include in contact forms or messages

Please do not submit sensitive medical information through website contact forms unless specifically instructed to do so.

Automatically Collected Information

When you visit our Website, we may automatically collect:

- IP address
- Browser type
- Device information
- Operating system

- Pages visited
- Time spent on pages
- Referring website
- Date and time of access

This information helps us improve our Website and user experience.

2. Cookies and Tracking Technologies

Our Website may use:

- Cookies
- Analytics tools
- Website performance monitoring
- Security technologies

Cookies help us understand website usage, improve performance, and remember user preferences.

You may disable cookies through your browser settings; however, some Website features may not function properly.

3. How We Use Your Information

We may use your information to:

- Respond to inquiries
 - Schedule appointments
 - Contact you regarding requested services
 - Improve our Website
 - Maintain website security
 - Comply with legal obligations
 - Analyze Website performance
 - Prevent fraud or misuse
-

4. HIPAA and Protected Health Information

If you become a patient of Home Physicians Medical Group, your medical records and Protected Health Information (PHI) are governed by the Health Insurance Portability and Accountability Act (HIPAA) and our separate **Notice of Privacy Practices**.

This Website Privacy Policy applies primarily to information collected through our Website and is not intended to replace our HIPAA Notice.

5. How We Share Information

We do not sell your personal information.

We may share information with:

- Authorized employees
- Healthcare providers involved in your care
- Service providers who assist with Website hosting, communications, analytics, or technology support
- Insurance companies when applicable
- Government agencies when required by law
- Law enforcement when legally required

All vendors who process personal information on our behalf are expected to maintain appropriate confidentiality and security measures.

6. Third-Party Services

Our Website may use third-party services such as:

- Website hosting providers
- Analytics providers
- Appointment scheduling tools
- Secure patient portals
- Email communication services

These providers have their own privacy policies governing their services.

7. Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction.

However, no method of Internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

8. Children's Privacy

Our Website is not intended for children under the age of 13.

We do not knowingly collect personal information from children through this Website without appropriate parental or legal guardian consent.

9. Your Privacy Rights

Depending on your state of residence, including California, you may have rights to:

- Know what personal information we collect
- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of certain personal information
- Limit certain uses of personal information where applicable
- Exercise your rights without discrimination

To submit a privacy request, please contact us using the information below.

10. California Privacy Rights

If you are a California resident, you may have rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA), subject to applicable exemptions for healthcare providers and medical information.

California residents may request information regarding the categories of personal information collected and request access, correction, or deletion where applicable.

11. Data Retention

We retain personal information only as long as necessary to:

- Provide requested services
 - Comply with legal obligations
 - Resolve disputes
 - Enforce our agreements
 - Meet healthcare record retention requirements where applicable
-

12. External Links

Our Website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites. We encourage users to review the privacy policies of any third-party sites they visit.

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Any changes will be posted on this page with a revised Effective Date.

Continued use of the Website after updates constitutes acceptance of the revised Privacy Policy.

14. Contact Us

If you have questions regarding this Privacy Policy or wish to exercise your privacy rights, please contact us:

Home Physicians Medical Group, Inc.

Website: <https://thehousecalldocs.com>

Email: hpmg@thehousecalldocs.com

Phone: (888) 337-3627

Mailing Address:

4849 Ronson Court, Suite 217

San Diego, CA 92111

Notice

This Privacy Policy governs information collected through this Website. If you are a patient, your medical information is also protected under applicable federal and California healthcare privacy laws, including HIPAA.