

PFS Healthcare Solutions – Privacy Policy

1. Introduction

PFS Healthcare Solutions is committed to protecting the privacy and security of our clients, partners, and website visitors. This Privacy Policy explains how we collect, use, store, and protect your information when you interact with our services, including SMS communications.

2. Information We Collect

We may collect the following information when you use our services, opt in to SMS communications, or interact with us: - Name, practice, or organization information - Contact details (phone number, email address, mailing address) - Billing and payment information - Service-related documents and credentials - Communication preferences and consent (e.g., SMS opt-in) - Technical information such as device identifiers, browser type, and usage data when accessing our website

3. How We Use Your Information

We use your information for the following purposes: - To provide healthcare consulting, credentialing, and advisory services - To send service-related updates, appointment reminders, and compliance notifications - To respond to inquiries and provide customer support - To manage billing, payments, and administrative processes - To improve the quality of our services and enhance client experience - To ensure compliance with legal, regulatory, and contractual obligations

4. SMS Communications

If you opt in to receive SMS messages, we may use your mobile number to send reminders, credentialing updates, compliance notifications, billing reminders, and other service-related communications. Message frequency will vary depending on client needs, with an average of 1–2 messages per month. You may opt out at any time by replying STOP, and you may request help by replying HELP.

5. How We Protect Your Information

We implement strict administrative, technical, and physical safeguards to protect your information against unauthorized access, use, alteration, or disclosure. Access to your personal data is restricted to authorized personnel who require it to provide services. We are committed to protecting your privacy. Your personal data will not be shared, sold, or transferred to external organizations under any circumstances. We implement strict access controls, provide regular staff training on data protection, and follow secure data handling protocols to prevent unauthorized disclosure of your information.

6. Information Sharing and Disclosure

We are committed to protecting your privacy. Your personal and mobile data will not be shared with third parties for marketing or promotional purposes under any circumstances. Data Sharing Your data

will not be transferred to external organizations under any circumstances. We may share information only with: - Trusted service providers who assist us in operating our services (e.g., billing systems, credentialing software, or communication platforms) - Regulatory or legal authorities when required by law - Business partners as necessary to deliver contracted services

7. Data Retention

We retain your personal data only for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce agreements. When information is no longer required, it is securely deleted or anonymized.

8. Your Rights

You have the right to: - Access and request a copy of your personal information - Correct or update inaccurate or incomplete information - Withdraw consent for SMS or email communications - Request deletion of certain information, subject to legal and regulatory requirements - Ask questions or raise concerns about how your data is collected and used

9. Children's Privacy

Our services are not directed toward individuals under the age of 18. We do not knowingly collect personal information from minors. If we become aware that we have inadvertently collected such data, we will promptly delete it.

10. Contact Us

Contact Information If you have any questions or concerns regarding your data or this Privacy Policy, please contact us at: ■ Phone: 727-497-7354 ■ Email: ps@pfshealthsolutionsnetwork.com For all inquiries, you may also write to us at: 3135 1st Avenue N, PO Box 10824, Saint Petersburg, FL

11. Updates to this Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, or regulatory requirements. Any updates will be posted on our website with the updated 'Last Revised' date.