

WEBSITE POLICY DOCUMENT

# Privacy Policy

HomeGlow IV • Effective: April 2026

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*At HomeGlow IV, your privacy matters. This Privacy Policy explains how we collect, use, store, and protect information when you visit our website, book our services, or interact with our team. By using our website or services, you agree to the practices described in this policy.*

## SECTION 01

### Who We Are

HomeGlow IV is a non-medical home infusion care coordination company based in the United States. We operate the website at [homeglowiv.com](http://homeglowiv.com) and provide in-home IV infusion services facilitated by independent licensed nurses. References to “we,” “us,” or “our” throughout this policy refer to HomeGlow IV.

For privacy-related questions or requests, please contact us at [admin@homeglowiv.com](mailto:admin@homeglowiv.com).

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## SECTION 02

### Information We Collect

We collect information in two ways: information you provide to us directly, and information collected automatically when you use our website.

Information you provide directly:

- Full name, email address, Mobile phone number (MESSAGE AND DATA RATES MAY APPLY), and mailing address
- Date of birth (required to confirm eligibility for services)
- Health and wellness information you share when booking or receiving services, including known allergies, current medications, and relevant medical history
- Payment and billing information processed through our secure payment provider
- Messages, inquiries, or feedback you submit via our website, email, or other channels
- Account credentials if you create a profile or account on our platform

Information collected automatically:

- IP address and approximate geographic location
- Browser type, device type, and operating system
- Pages visited, time spent on pages, and referring URLs
- Cookies and similar tracking technologies (see Section 07)

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## SECTION 03

### How We Use Your Information

HomeGlow IV uses the information we collect for the following purposes:

- **To provide and coordinate services:** Scheduling appointments, matching you with a licensed nurse, and facilitating your home infusion treatment safely
- **To communicate with you:** Sending appointment confirmations, reminders, follow-up messages, and responses to your inquiries
- **To process payments:** Billing for services rendered and maintaining accurate financial records
- **To ensure safety:** Reviewing health information to support safe care delivery and respond appropriately to health or safety concerns
- **To improve our website and services:** Analyzing usage patterns in an aggregated, non-identifiable way to enhance our platform and service quality
- **To comply with the law:** Meeting our legal, regulatory, and contractual obligations
- **To send service-related communications:** Notifying you of policy updates, service changes, or important account information
- **To send marketing communications (with your consent):** Sharing promotions, wellness content, or new service announcements where you have opted in to receive such communications
- **Messages are recurring and message frequency varies**
- **You can opt out of the SMS list at any time by text, email, or replying STOP**

*We will never use your health or personal information for marketing purposes without your explicit prior consent. You may opt out of marketing communications at any time by contacting us at [admin@homeglowiv.com](mailto:admin@homeglowiv.com) or using the unsubscribe link in any email we send.*

SECTION 04

## How We Share Your Information

HomeGlow IV does not sell, rent, or trade your personal information. We share information only in the following limited and necessary circumstances:

- **Licensed nurses:** Your health and contact information is shared with the independent licensed nurse assigned to your appointment to enable safe, coordinated care
- **Payment processors:** Billing information is securely transmitted to our third-party payment processor to complete transactions. We do not store full payment card details
- **Technology and platform providers:** We use trusted third-party vendors for scheduling, communications, and website operations who may access your data only as necessary to provide those services and are bound by confidentiality agreements
- **Legal and regulatory authorities:** We may disclose information when required by law, court order, subpoena, or governmental regulation
- **Emergency services:** In a medical emergency during a session, relevant health information may be shared with emergency responders to protect your safety
- **Business transfers:** If HomeGlow IV undergoes a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. You will be notified of any such change and your rights will be honored

### Your data stays protected

All third parties who access your information are contractually required to handle it securely, use it only for the purposes specified, and comply with applicable privacy laws.

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SECTION 05

## Your Privacy Rights

Depending on your location and applicable law, you may have the following rights regarding your personal information. To exercise any of these rights, contact us at [admin@homeglowiv.com](mailto:admin@homeglowiv.com).

<ul style="list-style-type: none"><li>• <b>Right to access</b> Request a copy of the personal information we hold about you.</li></ul>	<ul style="list-style-type: none"><li>• <b>Right to correct</b> Request correction of any inaccurate or outdated information.</li></ul>
<ul style="list-style-type: none"><li>• <b>Right to delete</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Right to opt out</b></li></ul>

Request deletion of your personal information, subject to legal retention requirements.	Opt out of marketing communications at any time without affecting your access to services.
<ul style="list-style-type: none"><li>• <b>Right to data portability</b></li></ul> Request your information in a structured, machine-readable format where technically feasible.	<ul style="list-style-type: none"><li>• <b>Right to withdraw consent</b></li></ul> Withdraw any consent you have previously given to our use of your information, without penalty.

We will respond to all privacy rights requests within 30 days. We will not discriminate against you for exercising any of these rights.

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## SECTION 06

### Data Security

We take appropriate technical and organizational measures to protect your personal information against unauthorized access, loss, misuse, disclosure, or alteration. Our security practices include:

- Encrypted transmission of data where applicable (SSL/TLS)
- Access controls that limit who within HomeGlow IV can view your information
- Use of reputable, security-certified third-party service providers
- Regular review and updating of our security practices

No online platform can guarantee absolute security. In the unlikely event of a data breach that affects your personal information, we will notify you in accordance with applicable law and take prompt action to address the situation.

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## SECTION 07

### Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve your browsing experience and gather usage analytics. Cookies are small text files stored on your device when you visit our site.

We use the following types of cookies:

- **Essential cookies:** Required for the website to function properly, such as maintaining your session or remembering your preferences

- **Analytics cookies:** Help us understand how visitors interact with our website so we can improve it. Data is collected in aggregate and is not linked to individual users
- **Marketing cookies:** Used only with your consent to deliver relevant content or promotions

You may adjust your cookie preferences through your browser settings at any time. Disabling certain cookies may affect the functionality of some parts of our website. For more information or to opt out of analytics tracking, contact us at [admin@homeglowiv.com](mailto:admin@homeglowiv.com).

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## SECTION 08

### Data Retention

We retain your personal information for as long as necessary to fulfill the purposes described in this policy, comply with applicable legal and regulatory obligations, resolve disputes, and enforce our agreements.

- Client and service records are retained for a minimum period required by applicable state and federal regulations
- Payment records are retained in accordance with financial and tax record-keeping requirements
- Marketing preferences and communications records are retained until you withdraw consent or request deletion

When your information is no longer needed, it will be securely deleted or anonymized. You may request deletion of your information at any time by contacting [admin@homeglowiv.com](mailto:admin@homeglowiv.com).

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## SECTION 09

### Third-Party Links

Our website may contain links to third-party websites, social media platforms, or external resources. HomeGlow IV is not responsible for the privacy practices of those third parties. We encourage you to review the privacy policies of any external site you visit through a link on our website.

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## SECTION 10

### Children's Privacy

Our website and services are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe your child has provided us with personal information without your consent, please contact us immediately at [admin@homeglowiv.com](mailto:admin@homeglowiv.com) and we will take prompt steps to remove that information.

For clients between the ages of 13 and 17, a parent or legal guardian must be present and provide consent before any services are rendered.

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## SECTION 11

### Changes to This Policy

HomeGlow IV may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make updates, we will revise the effective date at the top of this page. For material changes, we will make reasonable efforts to notify you directly, such as via email or a notice on our website, before the change takes effect.

Your continued use of our website or services after any update constitutes your acceptance of the revised Privacy Policy. We encourage you to review this page periodically.

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## SECTION 12

### Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy or the way we handle your personal information, please reach out to us. We are committed to addressing all privacy inquiries promptly and transparently.

**Contact: HomeGlow IV at 877-588-4569 or Email: [admin@homeglowiv.com](mailto:admin@homeglowiv.com)**

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*HomeGlow IV reserves the right to update this Privacy Policy at any time. Updates will be posted on our website with a revised effective date. Continued use of our services constitutes acceptance of the revised policy.*

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