

Privacy Policy

Introduction

OnWellness (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our website and telehealth services. By accessing or using our services, you agree to the terms of this Privacy Policy.

1. Information We Collect

a. Personal Information: We may collect personal information that you voluntarily provide to us, including your name, email address, phone number, date of birth, medical history, and payment details. This information is necessary for us to provide hormone replacement therapy and related wellness services.

b. Non-Personal Information: We may also collect non-personal information automatically when you visit our website, such as your IP address, browser type, operating system, and browsing behavior.

This information helps us improve our website and tailor it to your preferences.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide Services:** Deliver hormone replacement therapy and other wellness services, schedule appointments, and process payments.
- **To Communicate:** Send important updates, appointment reminders, or information regarding your account and services.
- **To Improve Our Services:** Analyze usage patterns to enhance the quality and effectiveness of our website and offerings.
- **To Comply with Legal Requirements:** Fulfill our obligations under applicable laws and respond to lawful requests from government authorities.

3. How We Share Your Information

We do not sell, rent, or trade your personal information. However, we may share information in the following cases:

- **With Service Providers:** We may share data with trusted third-party providers who help deliver our services—such as payment processors, IT vendors, or licensed medical professionals. These partners are required to protect your information and use it only for the purposes for which it was provided. - **For**

Legal Reasons: We may disclose information if required by law or if necessary to protect our rights, property, or safety, or that of our users and the public.

4. How We Protect Your Information

We implement industry-standard security measures—including encryption, secure servers, and access controls—to protect your personal data from unauthorized access or disclosure. However, please note that no electronic storage or transmission method is completely secure.

5. Your Rights and Choices

You have the right to access, correct, or delete your personal information at any time. To do so, contact us at info@onwellnesslife.com or (786) 705-2920. You may also opt out of promotional communications by following the unsubscribe instructions included in our emails.

6. Cookies and Tracking Technologies

We may use cookies and similar technologies to improve your experience and analyze website performance. You can control cookie preferences through your browser settings, though disabling cookies may affect site functionality.

7. Children's Privacy

Our services are not intended for individuals under 18 years of age. We do not knowingly collect personal data from minors. If we discover such information has been collected, we will promptly delete it.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Updates take effect immediately upon posting on our website. Continued use of our services after any changes indicates your acceptance of the revised policy.

9. Contact Us

If you have questions or concerns about this Privacy Policy or how your information is handled, please contact us at:

OnWellness

Email: info@onwellnesslife.com

Phone: (786) 705-2920

Website: www.onwellnesslife.com