



## denTEL.com Privacy Policy Statement

Following is the Privacy Policy Statement, published August 16, 2021. Effective as of August 18, 2021, provided to all users by denTEL, LLC a New York Limited Liability Company (“denTEL” or “Company”– with principal location at 639 Hempstead Turnpike, Franklin Square, NY 11010. These Terms replace and supersede all prior versions. This Statement is applicable to the website and associated applications of denTEL. The general purpose of denTEL is to pair potential dental patients (“users”) with potential dental providers (“providers”); parents/legal guardians of users under the age of 18 and/or legally incompetent shall function as the users for the purposes herein.

### **OVERVIEW**

denTEL will collect Protected Health Information (PHI) through secure means, with users securely logging in to their accounts. Such data is stored by denTEL on a HIPAA (Health Insurance Portability and Accountability Act)-compliant server, to which the user will have access and to which providers chosen by the users will have read-only access. When users become patients of providers, those providers will have access to user PHI indefinitely, in conformity with the providers’ own HIPAA-compliant systems. Virtual meetings between users and providers will be live-streamed through a HIPAA-compliant third-party vendor, but those meetings will not be recorded or stored on the server.

### **INFORMATION COLLECTED**

denTEL collects and maintains certain personal data from its users, with such data available only to the users and providers whom the users permit disclosure to.

The information so collected is:

- full names
- sex
- all geographic identifiers
- relevant user dates
- telephone and facsimile numbers
- email addresses
- social security numbers
  
- health insurance information
- device identifiers
- web uniform resource locators (URLs)
- internet protocol (IP) addresses
- facial and oral photographic images
- in-office and virtual appointment dates and times with providers
- patient dental and medical health histories
- patient dental services requests

### **WHY INFORMATION IS COLLECTED**

PHI is collected to assist providers in making certain dental determinations and in completing certain diagnostic and treatment functions. PHI is also used to create and maintain user accounts.



## **MAINTENANCE, SHARING AND PROTECTION OF PHI AND OTHER DATA**

Information is stored in a database hosted on a HIPAA-compliant server which is managed by a third-party, Liquid Web (<https://www.liquidweb.com/solutions/hipaa-compliant-hosting/>), which will provide a Business Associate Agreement (BAA). Liquid Web will keep in place the following protections:

- wholly managed core data centers
- fully managed servers
- locked server cabinets
- availability of BAA
- 27/7/365 on-site support
- offsite backup availability
- high availability infrastructure
- other extensive administrative and physical safeguards

PHI will be shared with and maintained by Liquid Web for storage purposes only. PHI will be shared with providers only with the users' consent.

## **USE OF COOKIES**

Cookies will be used to identify users, track user activities within the denTEL system only, to improve user experience, and for internal marketing.

## **CAN USERS OPT OUT OF DATA COLLECTION AND USAGE?**

No, all users are required to provide the PHI discussed above. Providers are bound by HIPAA provisions which relate to health care providers – regarding the protection and maintenance of PHI- but denTEL does not oversee providers' compliance, so denTEL is not responsible for providers' actions regarding data protection and/or treatment decisions and performance.

## **USERS' RIGHTS OVER THEIR DATA**

Users have and maintain the right to access data about them, and such access will be provided upon request.

The terms and/or policies set in this document are enforceable and applicable when you click or clicked the "I agree" or "I accept" checkbox during the time of signing up showing clear intent and consent.