

Pain Solutions<sup>sm</sup> has created this website to provide information and resources to patients, health care professionals, and other interested parties. This Website Privacy Policy notifies you of what information we collect, how it is used and what your choices are. By using the Pain Solutions<sup>sm</sup> website, you agree to acceptance of this Website Privacy Policy. **Please read the following carefully before using the site.**

#### *Information We Collect*

When you view the Pain Solutions<sup>sm</sup> website, you do so anonymously. We do not collect any personal information that identifies you unless you specifically provide us with that contact information voluntarily. Personal information includes information that is unique to an individual, such as a name, address, social security number, e-mail address or telephone number.

The only personal information that Pain Solutions<sup>sm</sup> obtains through its website is supplied voluntarily by website visitors. By submitting personal information, you grant Pain Solutions<sup>sm</sup> the right to transmit, monitor, retrieve, store and use your information in connection with the operation of the website. Personal information is always stored in a secure database.

#### *How We Use This Information*

Pain Solutions<sup>sm</sup> uses the information you provide to fulfill online requests, process credit card information and respond to customer service inquiries or in other ways as required by law.

Requested information on voluntary forms or via email is used to provide the services that you request, such as registration, appointment requests, login to personal information and to provide feedback.

Only authorized staff at Pain Solutions<sup>sm</sup> has access to your information, including those who need the information provided to perform a specific task. All Pain Solutions<sup>sm</sup> employees are required to complete training on patient privacy and confidentiality.

#### *Data Security*

Pain Solutions<sup>sm</sup> makes every effort to ensure that your personal information remains as secure as possible. Accordingly, we prevent unauthorized access by a secure firewall and use of security technologies to protect the integrity and privacy of any personal information you provide.

When using the Pain Solutions<sup>sm</sup> Patient Portal, your personal information is also encrypted by Secure Socket Layer 128-bit encryption software. (Encryption is a common method used to transmit sensitive data across the Internet. Encryption temporarily makes the text unreadable during the time it is being transmitted over the Internet.)

Although we strive to protect your personal information, Pain Solutions<sup>sm</sup> cannot warrant the security of any information you transmit to us via unsecure email or online forms, and you do so at your own risk. Depending on the nature of the inquiry, your communication could be discarded or archived. You can contact us by telephone at the numbers provided throughout our site.

#### *Online Forms*

Forms provided on the Pain Solutions<sup>sm</sup> website are meant for feedback or general purposes only, and they do not request confidential health information. Although every attempt is made to provide security measures in the transmission of information, patients should not use online forms to submit confidential health care or other information. Pain Solutions<sup>sm</sup> is not responsible if unauthorized parties gain access to the confidential information shared in the online forms. **To protect your privacy, please do not use online forms to communicate information that you consider confidential unless utilizing the secure Pain Solutions<sup>sm</sup> Patient Portal.**

#### *E-mail Information*

Occasionally, we will request personal information from you in order to deliver requested materials, respond to your questions or provide information. Pain Solutions<sup>sm</sup> retains personal information on file but does not share, sell, license or transmit this information with or to third parties or external vendors unless required to do so by legal, judicial, or governmental proceedings. If you e-mail us, your e-mail information will not be used outside of this system without your permission. We do not use your e-mail address for any other purpose.

Please note that e-mail is considered an unsecure form of communication and it can be accessed and viewed by others without your knowledge and permission. Pain Solutions<sup>sm</sup> cannot guarantee the security or confidentiality of information transmitted via unsecure e-mail. **For that reason and to protect your privacy, please do not use e-mail to communicate information that you consider confidential unless utilizing the secure Pain Solutions<sup>sm</sup> Patient Portal.**

#### *Activity Monitoring*

Pain Solutions<sup>sm</sup> does not monitor your activity while visiting our website. You can access and browse our website without submitting information about yourself, your computer, your Internet browsing, or file downloading activities.

#### *Third-Party Vendors/Content Providers*

Pain Solutions<sup>sm</sup> occasionally will engage reputable third-party vendors to help us manage our website, provide content and information in order to optimize the patient experience while using the website. Pain Solutions<sup>sm</sup> never shares any personally identifiable information you provide when requesting information with third parties, except as required by law.

#### *Links to External Websites*

This Website Privacy Policy applies only to the Pain Solutions<sup>sm</sup> website. In order to provide website users with other helpful information, the Pain Solutions<sup>sm</sup> website contains links to other websites. However, Pain Solutions<sup>sm</sup> provides no authority over external websites and this policy does not apply to external sites that are provided as links. We encourage you to read the Privacy Policies on any external websites before providing them with personal information.

#### *Changes to This Policy*

Pain Solutions<sup>sm</sup> reserves the right to change or update this Website Privacy Policy from time to time without notice, so please review it periodically to keep informed of any changes