

Privacy Policy

LAST UPDATED: NOVEMBER 9, 2024

Protecting your private information is our priority. This Privacy Policy governs data collection and usage of the products, services, software, platform and websites (collectively, "Services") provided by Teddie Joe Snodgrass, Inc. and its affiliates (collectively, "Dr. Joe's Online Healthcare Clinic"). By using the Services, you consent to the data practices described in this policy and our **Terms of Service**. If you do not agree to any part of this Privacy Policy, then you should stop accessing the Services.

More simply put

By using Dr. Joe's Online Healthcare Clinic, you agree to our privacy policy and terms of service.

Collection of your Personal Information

Dr. Joe's Online Healthcare Clinic may collect personally identifiable information, such as, but not limited to, your email address, name, physical address, telephone number and IP address. If you purchase our Services, we collect and store your billing and credit card information. The information that we collect and store often depends on the type of Service that you use. For example, when you register with Dr. Joe's Online Healthcare Clinic, we collect and maintain your account information such as login name, password, email address and contact information. If you use our document Services, we collect and store the information you enter in the course of generating or editing your document (which may vary depending on the type of document you are downloading), as well as other documents. If you contact our customer service personnel, we may record the phone call or retain the email string or chat transcript for quality assurance purposes. If you access our Q&A Service or On Call Network of medical providers, we collect and store your name, email address and information about the relevant jurisdiction and your legal matter or question for quality assurance purposes and to connect you with the right medical provider (but we do not monitor or access any communications between you and your provider that occur outside of our Services). If you receive a Monthly Medical membership through your employer or other association, we will also collect and store information about your association with the sponsoring entity. Dr. Joe's Online Healthcare Clinic may also collect anonymous demographic information, which is not unique to you, such as your Postal Code, age, gender, preferences, interests and favorites. Dr. Joe's Online Healthcare Clinic will not delete customer information other than upon customer request. However, Dr. Joe's Online Healthcare Clinic reserves the right to delete customer information for members with a free account status at any time.

Information about your computer hardware and software may be automatically collected by Dr. Joe's Online Healthcare Clinic. This information can include: your IP address, browser type, domain names, access times, operating system, cookie information, referring website addresses, and Internet Service Provider. Dr. Joe's Online Healthcare Clinic also collects geolocation information based on visitors' IP addresses. This information is used by Dr. Joe's Online Healthcare Clinic for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Services. In order to better understand how users use its site and to improve its services, Dr. Joe's Online Healthcare Clinic may also collect information about your use of our Site, such as pages visited, links clicked, text entered, and mouse movements.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through the Services to third parties, such as Laboratory referral services et cetera, or Dr. Joe's Online Healthcare Clinic On Call Network Providers, this information may be collected and used by them. Dr. Joe's Online Healthcare Clinic encourages you to review the privacy statements of entities or services you access from our Service so that you can understand how those entities collect, use and share your information. Dr. Joe's Online Healthcare Clinic is not responsible for the privacy statements, privacy practices, or content on websites or services outside of those we operate.

More simply put

When you purchase a membership, we store your contact and billing information for our records. For all visitors, we collect anonymized information like your browser type, the length of time you spend on the site, and some demographic data to help us learn more about our users.

Use of your Personal Information

Dr. Joe's Online Healthcare Clinic collects and uses your personal information to operate and improve our Services and deliver the Services you have requested. Dr. Joe's Online Healthcare Clinic may also use your personal information to inform you of other products or services available from Dr. Joe's Online Healthcare Clinic and its affiliates that may interest you. Dr. Joe's Online Healthcare Clinic may also contact you to participate in surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Dr. Joe's Online Healthcare Clinic does not sell, rent or lease its customer lists to third parties. Dr. Joe's Online Healthcare Clinic may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In cases where you request us to do so, we will share your personal information with trusted business partners so that they can offer you products or services that you've

expressed interest in. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party without your express consent.

Dr. Joe's Online Healthcare Clinic may share data with vendors or processors to help us perform statistical analysis, send you email or postal mail, perform tasks required to complete a purchase transaction, provide customer support, or provide other types of customer relationship management and fulfillment. Dr. Joe's Online Healthcare Clinic may also share information on your use of our Site, such as pages visited, links clicked, non-sensitive text entered, and mouse movements, with third party providers of web and application analytic services in order to enable Dr. Joe's Online Healthcare Clinic to understand site usage, detect fraud and potential threats and improve its Services. All such third parties are prohibited from using your personal information except to provide these Services, and they are obligated to maintain the confidentiality of your information, although in some cases those third parties are allowed to use aggregated and de-identified data for the improvement of their own services.

Additionally, if you access our Services through a third party, and in the course of doing so you provide information to them, the third party may retain and use the information you provide pursuant to their privacy policy. In such cases, the third party's use of your personal information is governed by their privacy policy and not the Dr. Joe's Online Healthcare Clinic privacy policy.

Dr. Joe's Online Healthcare Clinic uses tracking pixels and other technology to track the pages our customers visit within our websites. This data is used to understand our customers' needs, how customers use our Services, improve our Services and deliver customized content and recommendations to users whose behavior indicates that they are interested in a particular subject area. We use third parties such as Google Analytics for data collection and analytics to collect, process and store your site usage and browser information on our behalf when you use our Services.

Dr. Joe's Online Healthcare Clinic uses tracking to create remarketing audiences of users based on user behavior and visits to our website. Dr. Joe's Online Healthcare Clinic may also target these users with custom ads based on affinities/interests, geographic and demographic signals. Users can opt out of some or all of these advertising features by visiting [Facebook's ad page](#), [Google's opt-out page](#) or resources like the NAI consumer [opt-out page](#). Dr. Joe's Online Healthcare Clinic may use email addresses to target users with custom ads through third party advertising platforms. Dr. Joe's Online Healthcare Clinic shares certain customer information described in Section 1 above with third parties to perform services (advertising) on our behalf.

Some web browsers have incorporated "Do Not Track" ("DNT") features that can send a signal to the websites you visit indicating you do not wish to be tracked. Our websites may not respond to all browser-based DNT signals; however, our websites do respond to the Global Privacy Control ("GPC") to opt-out of "sales" of personal information and targeted advertising in certain locales. For more information on the GPC and how to use a browser or browser extension incorporating the GPC signal, see <https://globalprivacycontrol.org/>. You

can also use the range of other tools we provide to control data collection and use, including the ability to opt out of receiving marketing from us, and the “sale or share” opt out as described further in this Privacy Policy.

You may opt-out of Dr. Joe’s Online Healthcare Clinic use of cookies or other technologies that constitute "selling" or “sharing” under California and other states’ privacy laws, and/or other categories of activities that entitle you to similar opt-out rights under applicable law.

Dr. Joe’s Online Healthcare Clinic may disclose personal information when we believe it is required to comply with the law (e.g., a lawful subpoena, warrant or court order); to enforce or apply this Privacy Policy or our other policies or agreements; to initiate, render, bill, and collect for amounts owed to us; to protect our or our users' rights, property or safety; to protect our users from fraudulent, abusive, or unlawful use of the Services; or if we believe that an emergency involving the danger of death or serious physical injury to any person requires or justifies disclosure of personal information.

Information about our customers, including personal information, may be disclosed as part of any merger, acquisition, debt financing, sale of company assets, as well as in the event of an insolvency, bankruptcy or receivership in which personal information could be transferred to third parties as one of Dr. Joe’s Online Healthcare Clinic business assets. In such an event, you may not have the right to opt out of any such transfer.

In certain situations, Dr. Joe’s Online Healthcare Clinic provides an API license to business partners in order for them to provide certain Dr. Joe’s Online Healthcare Clinic Services via their own websites or applications. In these situations, we may collect, store, and disclose to the relevant API partner your personal data to enable the API partner to offer our Services and/or its services to you, or for purposes of sending you marketing communications as permitted under applicable law. We also collect, store and use personal information gathered via the API business relationship for purposes of monitoring and improving our Services. “API” means an application programming interface(s) and any accompanying or related documentation, source code, SDKs, executable applications and other materials made available by RLI.

More simply put

We may sometimes contact you on behalf of another company with a special offer. We may share your account information if we are required to by law or to fulfill services for you.

We also collect certain tracking information about your activity on our website to personalize your experience and to improve the service for our members. You may also access Dr. Joe’s Online Healthcare Clinic Services via a third party application or website that connects to Dr. Joe’s Online Healthcare Clinic technology, and in those cases Dr. Joe’s Online Healthcare Clinic may also collect, use and share your personal information in similar ways to those described above.

Communications with Medical Providers

In order to ensure delivery of Services and for quality assurance purposes, Dr. Joe's Online Healthcare Clinic will have access to certain communications with attorneys which are transmitted through the Services (such as the **Ask a Provider service**). If you access our Q&A Service or On Call Network of Providers, we collect and store your name, email address and information about the relevant jurisdiction and your legal matter or question for quality assurance purposes and to connect you with the right provider (but we do not monitor or access any communications between you and your provider that occur outside of our Services). If you access our Medical Advice Service, where offered, we will collect and store your name, phone number, address, email address, information about your business if applicable, and other information you provide to us regarding your legal matter. Dr. Joe's Online Healthcare Clinic does not interfere with or control the content of medical advice from providers to clients in any way. Although we believe such communications should be subject to the provider-client privilege, whether any particular communication is privileged is a fact-specific analysis and depends on the laws of the relevant jurisdiction. As a result, if you choose to communicate with an provider through the Services, please note that, depending on the laws in the applicable jurisdiction, any such communications between you and a participating provider may not necessarily be protected by the provider-client privilege doctrine. For additional information, please read the section in our Terms of Service entitled **Interactions with Providers on Dr. Joe's Online Healthcare Clinic** and consult with your provider.

More simply put

When you contact a Provider through our website, Dr. Joe's Online Healthcare Clinic can access those messages for quality assurance and fulfillment purposes.

Use of Cookies

Our website uses "cookies" to help personalize your online experience. A cookie is a text file that is placed on your device by a web server. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to allow you to be logged in to your account. If you register an account with Dr. Joe's Online Healthcare Clinic, a cookie helps us recall your specific information on subsequent visits. This simplifies the process of recalling your personal information, such as your billing address. When you return to our website, the information you previously provided can be retrieved, so you can easily use the features of our Service.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to log in to your account or fully experience the interactive features of the Services.

More simply put

We use cookies to personalize your experience on our website. If you'd rather we didn't, you can change your browser settings to refuse them, but this will impair your use of our Services.

How Users can Access, Change, Correct, and Delete Their Information

You can access, change, correct, and delete information (including personal information) previously submitted by logging into your Dr. Joe's Online Healthcare Clinic account, selecting "Account Settings" and editing the data fields there. You can also change payment information in your paid Dr. Joe's Online Healthcare Clinic account and remove payment information in terminated or downgraded accounts. Finally, you can modify or delete drafts, delete completed documents, or delete personal information that you previously created in your Dr. Joe's Online Healthcare Clinic account. Alternatively, you may call our customer service team at (808) 265-5533 during our regular business hours (9:00am - 5:00pm Monday-Friday Eastern Time) to effect these changes.

More simply put

You can access, change, correct, and delete documents or account information (including personal information) through your Dr. Joe's Online Healthcare Clinic account or by calling our customer service team.

Your Other Personal Information Rights

You may submit a personal information access or erasure request via email to vazteck1@gmail.com. Dr. Joe's Online Healthcare Clinic will need to collect information from the requesting party to verify their identity, and will respond within: (a) 45 days of receiving a personal information request (subject to an additional 45-day extension in certain circumstances), or (b) the timeframe required by applicable law.

Please be aware that such a request does not ensure complete or comprehensive access or removal of your content or information and that there may be circumstances in which the law does not require or allow removal even if requested. For example, if your personal information is contained in a document created by a Dr. Joe's Online Healthcare Clinic user, only that user can delete that document. We reserve the right not to process any privacy requests to the extent not required by applicable law.

Florida residents have the right to limit the use of sensitive personal information (as defined by applicable Florida law). In general, Dr. Joe's Online Healthcare Clinic does not request or require customers to provide

sensitive personal information. In those cases, if a customer elects to enter sensitive personal information into a legal document created using Dr. Joe's Online Healthcare Clinic Services, Dr. Joe's Online Healthcare Clinic may store or process such sensitive personal information in order to provide document Services to the customer.

More simply put

Dr. Joe's Online Healthcare Clinic is committed to complying with your privacy rights under applicable US law.

Security and Retention of your Personal Information

You are responsible for safeguarding and preventing unauthorized access to the user information and password that you use to access our Services. You agree not to disclose your password to any third party and you are responsible for any activity using your account, whether or not you authorized that activity. Please immediately notify Dr. Joe's Online Healthcare Clinic of any unauthorized use of your account.

Dr. Joe's Online Healthcare Clinic uses industry standard security measures to secure your personal information from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Dr. Joe's Online Healthcare Clinic regularly reviews its security measures to consider appropriate new technology and methods. Please be aware that, despite our efforts, no security measures are perfect or impenetrable. Dr. Joe's Online Healthcare Clinic retains your personal information for the length of time needed to fulfill the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law.

More simply put

Dr. Joe's Online Healthcare Clinic uses industry standard security measures to keep your personal information safe. You can do your part by using a unique strong password and keeping it private.

Children Under Thirteen

Our Services are not intended for use by children under the age of 13 unless authorized by their legal guardian or parent, and such use is prohibited by our **Terms of Service**. We do not knowingly collect personally identifiable information from children under 13 unless authorized by their parents and or their legal guardian.

If you become aware that a child has provided us with personal information, please contact us as set forth in this Privacy Policy.

More simply put

No one under 13 should use Dr. Joe's Online Healthcare Clinic services without their parent or legal guardian consent.

Changes to this Privacy Policy

Dr. Joe's Online Healthcare Clinic may change the provisions of this Privacy Policy at any time, and will always post the most up-to-date version on our website. We may provide notice by email to you at the last email address you provided us, by posting notice of such changes on our sites and applications, or by other means consistent with applicable law.

More simply put

This is the most recent version of the privacy policy. If we change it, we'll update it here.

International Transfers

The Website is hosted in the United States. Accordingly, by providing your personal information through the Website, you consent to the transfer of your personal information from your country of residence to the United States. With regard to data transfers from the European Economic Area or the United Kingdom to the U.S., we have self-certified to the EU-US Data Privacy Framework and the UK Extension to the EU-US Data Privacy Framework. Please visit [here](#) to learn more.

In certain jurisdictions where we are authorized to provide legal advice directly to customers, our Services are provided using tools or systems located in both the United States and the United Kingdom; by engaging Dr. Joe's Online Healthcare Clinic to provide legal services, you consent to the transfer of your personal information from your country of residence to both the United States and the United Kingdom.

More simply put

Dr. Joe's Online Healthcare Clinic protects personal data in accordance with the EU-US Data Privacy Framework and the UK Extension to the EU-US Data Privacy Framework.