

Privacy Policy

Effective Date: February 2, 2026

Version: 1.1

1. Relationship to the Terms of Service and BAA

This Privacy Policy is incorporated by reference into the Terms of Service. If you transmit, store, or process PHI using the Service, PHI handling is governed exclusively by an executed Business Associate Agreement (BAA). If there is a conflict between this Privacy Policy and a BAA, the BAA controls.

2. Information We Collect

- Account and contact information (name, email, organization, role).
- Service usage information (logs, audit events, IP address, device and browser metadata, timestamps).
- Uploaded content and file metadata submitted by users, processed to operate the Service.
- Phone numbers and SMS consent records when SMS messaging is enabled for transactional communications.

3. Protected Health Information (PHI)

Health Record Relay may process PHI solely as a Business Associate and only as permitted under an executed BAA. We do not use PHI for marketing, analytics, or profiling.

4. How We Use Information

- Provide and operate the Service.
- Authenticate users and enforce access controls.
- Maintain audit logs and compliance records.
- Improve performance, reliability, and support.
- Detect fraud, abuse, or security incidents.
- Comply with legal and regulatory obligations.

Phone Numbers and SMS Consent Data. We may collect phone numbers and related consent records when SMS messaging is enabled for transactional communications. Phone numbers are used exclusively to deliver service-related notifications and patient authorization requests. We record SMS consent events, including consent requests, grants, revocations, timestamps, and associated metadata, for compliance, auditing, and security purposes. SMS consent may be revoked at any time by replying STOP. SMS messages are delivered through authorized service providers acting on our behalf and subject to confidentiality and security obligations.

5. How We Share Information

We may share information with service providers and subprocessors under contract, to comply with law, and to protect rights and security. PHI disclosures are governed exclusively by the BAA.

6. Data Retention

We retain information only as long as necessary for Service operation, legal or regulatory requirements, and contractual obligations. Retention and deletion of PHI follow the BAA and customer configuration where applicable.

7. Security Safeguards

We implement administrative, technical, and physical safeguards designed to protect information consistent with HIPAA and industry standards. No system can be guaranteed fully secure. Security is a shared responsibility.

8. Your Rights and Choices

Depending on your role and jurisdiction, you may have rights to access, correct, or delete certain non-PHI account information. PHI rights are governed by the Covered Entity and applicable law.

9. Contact

Health Record Relay LLC | healthrecordrelay.com | support@healthrecordrelay.com