

Website Privacy Policy Packet

Privacy Policy • Your Health Information Rights • Text Messaging • Website Terms of Use

Effective date: August 18, 2026

This packet explains how Aligned Cardio and our affiliate partners ("Aligned Cardio," "we," "us," or "our") handle personal information collected through alignedcardio.com and related online services, summarizes your rights regarding your health information, and describes the terms that apply to your use of our website and our patient text-messaging program.

Part I — Website Privacy Policy

1. Scope

This Privacy Policy applies to personal information collected through our website, online forms, and related administrative communications. Health information that we create or receive as a healthcare provider is governed by our Notice of Privacy Practices, summarized in Part II.

2. Information we collect

Depending on how you interact with us, we may collect:

- **Contact and identity information** — name, email address, mailing address, telephone number, date of birth, and the practice with which you are associated.
- **Appointment and care-coordination information** — the reason for contacting us, scheduling requests, referral information, and communication preferences.
- **Health information** submitted through approved patient channels. When this is PHI, it is handled under our Notice of Privacy Practices.
- **Account, billing, and transaction information** — patient portal access details and, when applicable, insurance and payment information.
- **Communications and consent records** — messages you send us, notification preferences, and opt-in/opt-out records.
- **Device and usage information** — IP address, browser type, pages viewed, and similar technical data collected through cookies and related technologies.

We collect this information directly from you (web forms, phone calls, paper forms, portal settings), from those involved in your care or payment as permitted by law, from service providers that support our operations, and automatically when you use the website.

3. How we use information

We use personal information to respond to inquiries; schedule, confirm, and coordinate appointments and follow-up care; provide treatment, payment, and healthcare operations as described in our Notice of Privacy Practices; operate the patient portal and honor your communication preferences; process payments and support billing; maintain, improve, and secure our website; prevent fraud and misuse; and comply with legal and professional obligations.

4. How we share information

We may share personal information within the Aligned Cardio network with our affiliate partners, clinicians, and workforce members who need it for your care or our operations; with service providers that support hosting, the patient portal, communications, scheduling, billing, and security, subject to appropriate safeguards; with treating providers, referral sources, and health plans as described in our Notice of Privacy Practices; and when required by law or to protect rights, safety, and security.

We do not sell your personal information. We never share your health information for marketing purposes, sell your information, or share most psychotherapy notes without your written permission.

5. Health information and the patient portal

Our patient portal is provided through athenahealth and may be subject to additional terms shown within that service. Please use the secure patient portal or contact your practice directly for sensitive clinical matters. Do not submit detailed medical information, payment card numbers, or Social Security numbers through a general website contact form.

6. Cookies and analytics

We and our service providers may use cookies, logs, and similar technologies to operate the website, remember preferences, measure performance, and detect security issues. Your browser settings allow you to block or delete cookies, though some features may not function correctly if you do.

7. Security and retention

We use administrative, technical, and physical safeguards designed to protect personal information, and we retain it only as long as reasonably necessary for the purposes described here and as required by medical-records and other laws. No website or transmission method is completely secure, so please protect your devices, passwords, and portal credentials.

8. Virginia privacy rights

Virginia residents may have rights under the Virginia Consumer Data Protection Act (VCDPA), including the right to confirm whether personal data is being processed, access it, correct inaccuracies, request deletion (subject to healthcare retention laws), obtain a portable copy, and opt out of targeted advertising or profiling. Protected health information regulated by HIPAA is generally exempt from the VCDPA; however, other data collected through this website — such as browsing data, cookies, IP addresses, and device information — may be subject to these rights. To exercise them, contact us using the information at the end of this packet. We may need to verify your identity before completing a request.

9. Automated and AI-assisted communications

Some routine communications — such as appointment reminders, scheduling calls, and text messages — may be delivered or supported by automated systems or AI-assisted tools operating under our supervision. We will identify automated interactions where required by law, and you may always ask to speak with a staff member instead. These tools are subject to the same privacy safeguards and vendor agreements as our other service providers.

10. Children and minors

Our website is not directed to children for independent use. A parent, legal guardian, or authorized representative may use patient-facing services on behalf of a minor as permitted by law.

11. Changes to this Policy

We may update this Policy from time to time and will post the revised version with a new effective date. Continued use of the website after an update means the revised Policy applies going forward.

Part II — Your Health Information Rights (HIPAA Summary)

This section summarizes our Notice of Privacy Practices, effective March 4, 2026. It describes how medical information about you may be used and disclosed and how you can get access to it.

Your rights

When it comes to your health information, you have the right to:

- **Get a copy** of your paper or electronic medical record — usually provided within 30 days; a reasonable, cost-based fee may apply.
- **Ask us to amend** your record if you believe it is incorrect or incomplete. We may say no, but we will tell you why in writing within 60 days.
- **Request confidential communications** — ask us to contact you in a specific way or at a different address. We will say yes to all reasonable requests.
- **Ask us to limit** what we use or share. If you pay for a service out-of-pocket in full, you can ask us not to share that information with your health insurer.
- **Get a list** of those with whom we have shared your information for the six years prior to your request.
- **Get a paper copy** of the full Notice of Privacy Practices at any time.
- **Choose someone to act for you**, such as a person with medical power of attorney or a legal guardian.
- **File a complaint** if you believe your privacy rights have been violated. We will not retaliate against you for filing a complaint.

How we typically use and share your health information

We can use your health information and share it with other professionals who are treating you; use it to run our practice, improve your care, and contact you when necessary; and use it to bill and get payment from health plans or other entities. Your information may also be shared with other providers, labs, imaging, and device-monitoring partners through our electronic health record systems to support your care.

Your choices

For certain information, you can tell us your choices about what we share — for example, sharing with family, close friends, or others involved in your care, or in a disaster relief situation. We **never** share your information for marketing purposes, sell your information, or share most psychotherapy notes unless you give us written permission. If we contact you for fundraising, you can tell us not to contact you again.

AI-assisted documentation

Some providers may use secure AI or ambient documentation tools to help create clinical notes during your visit. Any information is handled in accordance with HIPAA requirements, and your provider reviews and finalizes the note. You may decline the use of this technology at any time without affecting your care.

Our responsibilities

We are required by law to maintain the privacy and security of your protected health information. We will let you know promptly if a breach occurs that may have compromised your information, and we will not use or share your information other than as described in our Notice unless you tell us we can in writing. You may change your mind at any time by letting us know in writing.

Questions and complaints

If you feel your privacy rights have been violated, ask our staff for a Privacy Complaint Form — our Security Officer will review it and promptly notify you of the actions we will take. You may also file a complaint with the U.S.

Department of Health and Human Services Office for Civil Rights: 200 Independence Avenue, S.W., Washington, D.C. 20201; 1-877-696-6775; www.hhs.gov/hipaa. You may also submit a complaint to the Virginia Attorney General's Office at www.oag.state.va.us. We will not retaliate against you for filing a complaint.

Privacy Officer: Amanda Wade • **Phone:** (888) 496-7490

Part III — Text Messaging (SMS) Program

If you choose to receive text messages from Aligned Cardio or your affiliated practice, the following terms apply.

What we send

Our messaging program provides non-marketing patient communications: follow-up scheduling requests and reminders, appointment coordination and changes, and care-coordination updates. We do not use this program to send advertisements.

Enrollment and consent

You may enroll by selecting a text-message option in the patient portal, checking a consent box on a website or paper form, or providing documented verbal consent, consistent with the Telephone Consumer Protection Act (TCPA). **Consent to receive text messages is not a condition of receiving medical care, treatment, or payment.** Message frequency varies based on your scheduling and care needs. Message and data rates may apply according to your mobile plan; Aligned Cardio does not charge a separate fee.

Opting out and getting help

Reply **STOP** at any time to opt out — we may send one final message confirming your opt-out. Reply **HELP** for help, or contact your practice at (804) 520-1764. You can also update your preferences in the patient portal or by telephone. Opting out of texts does not prevent us from contacting you through another permitted method when necessary.

Your privacy

We do not sell or rent mobile telephone numbers, SMS consent records, or opt-in data, and we do not share them with third parties or affiliates for their own marketing purposes. Vendors that help deliver messages may use this information only to provide services to us.

Security and emergencies

Text messaging may not be encrypted, and anyone with access to your device may be able to read messages. We seek to limit sensitive information in texts — use the secure patient portal for detailed clinical matters. Message delivery depends on your carrier and device and is not guaranteed.

Do not use text messaging for an emergency or urgent medical need. Call 911 or go to the nearest emergency department. Text messages are not continuously monitored and do not replace clinical advice.

Part IV — Website Terms of Use

1. Acceptance

These Terms govern your use of alignedcardio.com and related online services. By using the website, you agree to these Terms; if you do not agree, please do not use the website.

2. Not medical advice

Website content is for general educational and administrative purposes. It is not a diagnosis, treatment recommendation, or substitute for professional medical advice, and it does not create a clinician-patient relationship. Always seek the advice of a qualified healthcare professional about a medical condition.

Emergency warning: Do not use this website, a web form, email, the patient portal, or text messaging for an emergency. Call 911 or go to the nearest emergency department.

3. Appointments and communications

A request submitted through the website does not guarantee an appointment, referral, prescription, or other service. An appointment is not confirmed until an authorized representative confirms it. Contact your practice directly if your needs are time-sensitive.

4. Permitted use

You may use the website only for lawful, personal purposes. You agree not to attempt unauthorized access to systems or accounts; introduce malware or disrupt operation; impersonate another person or use another person's patient information without authority; or copy, sell, or commercially exploit website content without authorization.

5. Intellectual property

The website and its text, graphics, logos, and other content are owned by or licensed to Aligned Cardio and protected by intellectual property laws. We grant you a limited, revocable right to use the website for its intended purpose.

6. Third-party services

The website may link to independent third-party services, including the patient portal. We are not responsible for third parties' independent practices; your use of those services is subject to their own terms and notices.

7. Disclaimers and limitation of liability

To the maximum extent permitted by law, the website is provided "as is" and "as available" without warranties of any kind, and Aligned Cardio and our affiliate partners will not be liable for indirect, incidental, or consequential damages arising from use of the website. Nothing in these Terms limits rights that cannot lawfully be limited or alters our obligations concerning patient care or PHI under applicable law.

8. Governing law and changes

These Terms are governed by the laws of the Commonwealth of Virginia. We may update these Terms and will post revised versions with a new effective date; continued use of the website means you accept the revised Terms.

Contact Us

Aligned Cardio

7275 Glen Forest Drive, Suite 202, Richmond, Virginia 23226

Telephone: (804) 227-7007 • **Email:** corporate@alignedcardio.com

Privacy Officer (health information questions or complaints): Amanda Wade, (888) 496-7490

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