

# Privacy Policy

**Effective Date:** 12/20/2020

## 1. Introduction

At **SunNav Healthcare Advocates, LLC**, we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard the data you provide to us through our website and services.

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## 2. Information We Collect

We may collect the following types of information:

### **Personal Information:**

- Name, email address, phone number
- Health-related information voluntarily provided
- Payment details (via secure third-party processors)

### **Usage Data:**

- Information about how you interact with our website (e.g., browser type, pages visited, date/time of access)
  - Device and IP address data
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## 3. How We Use Your Information

We use your information to:

- Provide and manage our healthcare advocacy services
  - Process payments for services such as Advocate on Demand and coaching sessions
  - Schedule consultations and communicate with you regarding your care or coaching needs
  - Refer you to trusted professionals (e.g., elder law attorneys, senior advisors), with your consent
  - Improve our website and services
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## 4. Data Security

We take reasonable administrative, technical, and physical measures to protect your personal information. While we strive to use commercially acceptable means to protect your data, no method of transmission over the internet or electronic storage is 100% secure.

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## 5. Third-Party Sharing

We do not sell, rent, or share your personal information with third parties, except as necessary to:

- Provide services through trusted partners (e.g., payment processors)
- Comply with legal requirements or respond to lawful requests

All third parties we work with are required to uphold strict data confidentiality standards.

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## 6. Cookies and Tracking

Our website may use cookies and similar technologies to enhance your experience and collect usage statistics. You can manage or disable cookies through your browser settings, though doing so may impact certain website features.

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## 7. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request corrections to your information
- Request deletion of your data, subject to legal and contractual obligations

To exercise these rights, please contact us at the email provided below.

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## 8. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy from time to time.

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## For Inquiries or Concerns

If you have any questions or concerns about this Privacy Policy, please contact us at:

 [terry@sunnabhca.com](mailto:terry@sunnabhca.com)

 SunNav Healthcare Advocates, LLC

