



Privacy Policy

Updated and Effective Date: 5/1/2020

This Privacy Policy describes how PsychScribe and its developer Rojas Creations LLC (“PsychScribe”, “Rojas Creations” or “We” or “Us” or “Our”) uses and discloses the Personal Information you provide to us or that we collect when you use our websites, mobile applications, software, platforms and services (“Services”).

Note to our Registered Members

This Privacy Policy does not apply to the Personal Information we may collect about your patients, customers, and clients (“Clients”) in the context of providing services to you. Our treatment of Client Personal Information is governed by our agreements with you, including our [Terms of Use](#) and [HIPAA Business Associate Agreement](#), as applicable (our “Agreement”). If any provision in our Agreement conflicts with any provision in this Privacy Policy, the provision in our Agreement will control to the extent of such conflict.

We do not have direct relationships with your Clients. If we receive any inquiries or requests from your Clients about their Personal Information, we will direct those inquiries or requests to you.

The use of information collected through our service shall be limited to the purpose of providing the service for which you have engaged PsychScribe and Rojas Creations. This privacy policy also describes the choices available to you regarding our use of your personal information and how you can access and update this information. This privacy policy agreement does not pertain to protected health information (“PHI”) entered by registered users (“Users”). Our Terms of Use agreement, defines the privacy of patient information for registered subscribers of our mental health care app (“Subscribers”).

1. Access To Data Controlled By Our Subscribers

PsychScribe and Rojas Creations have no direct relationship with the individuals whose personal data it processes on behalf of Subscribers. An individual who seeks access to their data, or who seeks to correct, amend, or delete inaccurate data should direct his or her inquiry to the Subscriber who controls such data. If an individual requests that the Subscriber remove the individual’s data, it is the Subscriber’s responsibility to respond to such requests.

We will retain personal data we process on behalf of our Subscribers for as long as needed to provide services to our Subscribers. We will retain and use this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

2. Information Collection and Use

We collect the following information from you

- Contact Information such as name, address, phone number and email address.
- Financial Information such as credit card number
- Identifiers such as user name and password

We use this information to:

- Fulfill your order
- Send you requested product or service information
- Send product updates
- Respond to customer service requests
- Administer your account
- Send you marketing communications
- Respond to your questions and concerns
- Improve our Web site and marketing efforts

We do not ask you for, access, or track any location-based information from your computer or mobile device at any time while downloading or using our Mobile Apps or services.



3. Information Sharing

We will share your personal information with third parties only in the ways that are described in this privacy policy. We do not sell your personal information to third parties.

Service Providers

We may provide your personal information to companies that provide services to help us with our business activities such as secure server and for payment processing. These companies are authorized to use your personal information only as necessary to provide these services for us.

Legal Disclaimer

We may also disclose your personal information:

- As required by law, such as to comply with a Court Order or similar legal process;
- When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- If Rojas Creations is involved in a bankruptcy, merger, acquisition, reorganization, or sale of all or a portion of its assets, Rojas Creations may sell or transfer user information (including personal information) as part of any such transaction; or
- To any other third party with your prior consent to do so.

4. User Access and Choice

If your personal information changes, or if you no longer desire our service, you may correct, update, amend, or cancel it by logging into your PsychScribe account and making the changes in your account settings. We will retain your information for as long as your account is active, or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Opt-out Preferences

Receiving emails from our site is part of our service. When you sign up for a PsychScribe account, we will use your name and email address to communicate with you about your account, including account information, account alerts, and product education.

We may also use your name and email address to send you marketing emails, including newsletters and promotions from PsychScribe. If you no longer wish to receive these marketing emails, you may opt out of them by using the unsubscribe link contained in the email.

5. Tracking Technologies / Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site and within our platform.

We use session ID cookies to allow you to access your account and to make it easier for you to navigate our site. A session ID cookie expires when you close your browser. If you reject cookies, you may still use our site, but your ability to use some areas of our site will be limited. Please note that the Website is not presently configured to respond to Do Not Track or DNT signals from web browsers or mobile devices. The information from use of these tracking technologies may be combined with information that is personally identifiable so that we can make our website more interesting to you.

Analytics / Log Files

As is true of most web sites, we gather certain information automatically and store it in log files on our site and within our platform. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We use this information, which does not identify individual users, to analyze trends, to administer the site and platform, to track users' movements around the site and platform, and to gather demographic information about our user base as a whole. We may combine this information with personally identifiable information that you have provided to us and/or with other information that is publicly available or that we receive from other reputable sources in order to make our Website and communications more targeted to your interests.

We may collect statistics about the behavior of visitors to the Website, Subscribers, and Users, and Rojas Creations may utilize third parties to analyze the usage of the Website and Service.



3rd Party Tracking

Our third party partners may employ scripts that help them better manage content on our Web site and within our platform. We may combine this information with personally identifiable information that you have provided to us and/or with other information that is publicly available or that we receive from other reputable sources in order to make our Website and communications more targeted to your interests.

In addition, our business partners may use Cookies to provide us with anonymous data and information regarding the use of our Services. Specifically, some of our business partners use Cookies to show PsychScribe ads on other sites on the internet as a result of you using the Services. Such Cookies do not contain any personally identifiable information. You may opt out of receiving Cookies placed by such third party vendors by visiting the Network Advertising Initiative opt out page.

Other Cookies used by our business partners may collect other non-personally identifying information, such as the computer's IP address, type of operating system, type of internet browsing software, what web pages were viewed at what time, the geographic location of your internet service provider and demographic information, such as gender and age range. This information is used to provide us with more information about our users' demographics and internet behaviors.

We may use your personally identifiable information to deliver the products and services that you request, enhance your experience with our product, and for internal business analysis, and other business purposes consistent with this policy.

6. Security

The security of your personal information is important to us. When you enter sensitive information (such as a credit card number and login credentials), we encrypt the transmission of that information using secure socket layer technology (SSL).

We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our Website, you can contact us at info@psychscribeapp.com.

7. California Privacy Statement

California residents have certain rights under the California Shine the Light law and the California Consumer Privacy Act ("CCPA").

CCPA Disclosures

In general, within the preceding 12 months:

- We have collected the categories of Personal Information listed in Section 2 above.
- We have collected these categories of Personal Information directly from you, when you use our Services, and from third parties for the purposes described in Section 2 above.
- We have disclosed the following categories of Personal Information for business purposes: Identifiers and contact information; professional and employment-related information; commercial information; transactional information; and internet and network activity information.
- We have not sold your Personal Information.

CCPA Privacy Rights

As of January 1, 2020, certain California residents are entitled to privacy rights under the CCPA. Customers who wish to exercise these rights should direct their requests to the registered member who controls their Personal Information.

- The right to know. You have the right to request to know (i) the specific pieces of Personal Information we have about you; (ii) the categories of Personal Information we have collected about you in the last 12 months; (iii) the categories of sources from which that Personal Information was collected; (iv) the categories of your Personal Information that we sold or disclosed in the last 12 months; (v) the categories of third parties to whom your Personal Information was sold or disclosed in the last 12 months; and (vi) the purpose for collecting and selling your Personal Information.



- The right to deletion. You have the right to request that we delete the Personal Information that we have collected or maintain about you. We may deny your request under certain circumstances, such as if we need to comply with our legal obligations or complete a transaction for which your Personal Information was collected. If we deny your request for deletion, we will let you know the reason why.
- The right to equal service. If you choose to exercise any of these rights, we will not discriminate against you in anyway. If you exercise certain rights, understand that you may be unable to use or access certain features of our Services.

You may exercise your right to know and your right to deletion twice a year free of charge. To exercise your right to know or your right to deletion, please contact us at info@psychscribeapp.com.

We will take steps to verify your identity before processing your request to know or request to delete. We will not fulfill your request unless you have provided sufficient information for us to verify you are the individual about whom we collected Personal Information. If you have an Account with us, we will use our existing Account authentication practices to verify your identity. If you do not have an Account with us, we may request additional information about you to verify your identity. We will only use the Personal Information provided in the verification process to verify your identity or authority to make a request and to track and document request responses, unless you initially provided the information for another purpose.

If you use an authorized agent to submit a request to know or a request to delete. When we verify your agent's request, we may verify both your and your agent's identity and request a signed document from you that authorizes your agent to make the request on your behalf. To protect your Personal Information, we reserve the right to deny a request from an agent that does not submit proof that they have been authorized by you to act on their behalf.

Shine the Light

California customers are also entitled to request and obtain from PsychScribe once per calendar year, information about any of your Personal Information shared with third parties for their own direct marketing purposes, including the categories of information and the names and addresses of those businesses with which we have shared such information. **PsychScribe does not share Personal Information with third parties.**

8. Additional Information

Social Media Widgets

Currently our platform does not include social media features.

Children's Privacy

Our Services are not directed to, and we do not knowingly collect any Personal Information from children under 13.

Changes To This Policy

We may update this privacy policy to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Links To Other Sites

We do not offer links to other sites that are not owned or controlled by Rojas Creations LLC or PsychScribe. This privacy statement applies only to information collected by this Web site.

8. Contact Us

info@psychscribeapp.com