

Privacy Policy

Apollo Virtual Health (“us”, “we”, or “our”) operates the Apollo Virtual Health website (the “Service”).

This page outlines our policies regarding the collection, use and disclosure of Personal Information when you use our Service. We will not use or share your information with anyone except as described in this Privacy Policy. We use your Personal Information to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy.

Information Collection And Use

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information (“Personal Information”) may include, but is not limited to:

- Name
- Email address
- Telephone number
- Address

Log Data

We collect information that your browser sends whenever you visit our Service (“Log Data”). This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer’s hard drive.

We use “cookies” to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from children under 18. If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please contact us. If we discover that a child under 18 has provided us with Personal Information, we will delete such information from our servers immediately.

Compliance With Laws

We will disclose your Personal Information where required to do so by law or subpoena.

User Responsibilities, Liability Limitations, and Legal Disclaimers

By accessing or using the Service, users agree to comply with all applicable laws and regulations and to use the Service only for lawful purposes. Apollo Virtual Health shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use the Service, including but not limited to loss of data, unauthorized access, or system failures. All content is provided "as is" without

warranties of any kind, express or implied. Users are responsible for maintaining the confidentiality of their account credentials and for all activities that occur under their account.

Intellectual Property Ownership and Usage Rights

All content, trademarks, logos, graphics, text, software, and digital assets displayed or made available through the Service are the exclusive property of Apollo Virtual Health or its licensors and are protected by applicable intellectual property laws. Users may not reproduce, distribute, modify, transmit, reuse, or otherwise use any portion of the Service for commercial purposes without prior written consent. Unauthorized use of our intellectual property may result in legal action.

Legal Compliance and Data Protection Rights

Apollo Virtual Health complies with all applicable federal, state, and international laws governing data privacy and protection, including but not limited to HIPAA and relevant consumer protection statutes. We implement safeguards to ensure the confidentiality, integrity, and lawful handling of personal and health information. Users have the right to access, correct, restrict, or request deletion of their data, subject to legal and operational requirements.

Service Terms, Payments, Dispute Resolution, and Termination

By accessing or using the Service, users agree to abide by all posted policies, usage guidelines, and applicable laws. Payment for services must be made in accordance with the terms outlined at the time of booking or purchase. Apollo Virtual Health reserves the right to suspend or terminate access to the Service for nonpayment, misuse, or violation of these terms. Any disputes arising from use of the Service shall be resolved through binding arbitration or mediation, as permitted by law, and governed by the laws of the State of Nebraska. We may update or discontinue services at any time, with or without notice, in accordance with applicable regulations.

Voluntary Engagement and Limitation of Liability

By choosing to access or use our services, products, or digital platforms, clients acknowledge that they do so voluntarily and at their own discretion. Apollo Virtual

Health is not liable for any outcomes, decisions, or actions taken by users based on the information, services, or recommendations provided. Users assume full responsibility for how they apply or interpret any content or guidance received, and waive any claims against the company arising from such use, except as required by law.

NOTICE OF PRIVACY PRACTICES AND RELEASE OF INFORMATION

Patient acknowledges that they have been offered or have accepted a copy of Apollo Virtual Health's Notice of Privacy Practices. This Notice outlines how Apollo Virtual Health may use and disclose Protected Health Information (PHI) that identifies the patient. The Notice is also available electronically at www.apollovh.com. Apollo Virtual Health may revise its Notice of Privacy Practices at any time, and such revisions will apply to all PHI maintained by Apollo, consistent with applicable law.

Patient authorizes Apollo Virtual Health to use and disclose their PHI for treatment, payment, health care operations, quality improvement, compliance, risk assessment, and other purposes permitted or required by law. Patient specifically consents to the release of PHI if, in the provider's reasonable professional judgment, disclosure is necessary to prevent or lessen a serious threat to the health or safety of the patient, another person, or the public.

Apollo Virtual Health shall not be liable for any consequences resulting from the patient's failure to provide accurate or updated contact information, or from the patient's decision to revoke communication consent without confirming receipt of such revocation.

Patient understands and consents to closed-circuit monitoring, video recording, audio recording, and/or photography conducted within Apollo Virtual Health facilities or virtual platforms. These recordings may be used for patient care, security, training, or operational purposes. Apollo Virtual Health retains exclusive ownership of all such recordings. Images or recordings that identify the patient will not be disclosed outside the facility without written authorization, unless otherwise permitted or required by law (e.g., for law enforcement, public health, or legal proceedings).

Apollo Virtual Health reserves the right to use de-identified recordings or images for internal quality assurance, training, or research purposes, in compliance with HIPAA de-identification standards.

COMMUNICATIONS CONSENT

By providing a phone number, email address, or other contact information, the patient expressly consents to receive communications from Apollo Virtual Health, its staff, providers, or authorized agents. This includes contact via live agent, voicemail, text message, auto-dialler, pre-recorded message, or other electronic means.

These communications may include, but are not limited to:

- Appointment reminders
- Follow-up care instructions
- Financial responsibility notices
- Information about services or products

Patient understands that standard messaging or data rates may apply depending on their phone plan. Apollo Virtual Health is not responsible for any charges incurred by the patient in connection with such communications.

Patient acknowledges that phone messages, texts, and emails may contain protected health information (PHI). Apollo Virtual Health will use reasonable safeguards to protect the confidentiality of such communications. However, Apollo disclaims liability for unauthorized access or interception of messages by third parties, and cannot guarantee the security of email or text communications.

Patients are encouraged to take precautions to preserve confidentiality, including:

- Avoiding use of public or employer-owned devices
- Using strong passwords and secure networks
- Not sharing devices with others

All treatment-related communications may be documented in the patient's medical record, as appropriate. The decision to receive communications by email or text is voluntary, and the patient may revoke consent at any time by submitting written notice to Apollo Virtual Health. Revocation will be effective only upon confirmation of receipt.

Apollo Virtual Health shall not be held liable for any delay, failure, or miscommunication resulting from technical issues, incorrect contact information, or patient misuse of communication platforms.

Email and text messaging are not appropriate for emergency or time-sensitive matters.
CALL 911 IN THE EVENT OF AN EMERGENCY.