

AGErite Pharmacy & Wellness Center

Privacy Policy & Notice of Privacy Practices

Effective Date: May 26, 2026

IMPORTANT NOTICE

This notice describes how medical information about you may be used and disclosed and how you can access this information. Please review it carefully.

1. Commitment to Privacy

AGErite Pharmacy & Wellness Center (“AGErite,” “we,” “our,” or “us”) is committed to protecting the privacy and security of your personal information and protected health information (“PHI”).

We comply with all applicable laws and regulations, including:

- The Health Insurance Portability and Accountability Act (HIPAA)
- HITECH Act requirements
- Applicable federal and state healthcare privacy laws
- Texas healthcare privacy regulations
- Applicable telehealth and pharmacy regulations

2. Information We Collect

We may collect the following categories of information:

- Name, address, date of birth
- Phone number and email address
- Payment and insurance/billing information
- Prescription information and medical history
- Telehealth intake forms
- Communications with providers or staff
- Website usage data

3. How We Use Your Information

Information is used for the following operational and care-related purposes:

- Dispensing prescriptions and coordinating patient care
- Telehealth coordination and appointment scheduling
- Processing payments and shipping medications
- Customer support and quality improvement
- Legal and regulatory compliance
- Fraud prevention

4. Use & Disclosure of Protected Health Information

We may use or disclose your PHI as permitted or required by law, including for:

- Treatment purposes
- Payment processing
- Healthcare operations
- Compliance with applicable law
- Public health reporting where legally required
- Prevention of serious threats to health or safety

AGErite does not sell protected health information.

5. Your Patient Rights

You may have the right to:

- Access your medical records
- Request corrections to your information
- Request restrictions on certain disclosures
- Request confidential communications
- Receive an accounting of disclosures
- Receive a copy of this notice
- File a complaint without fear of retaliation

To exercise any of these rights, please contact us using the information provided in Section 14.

6. Website & Cookies

Our website may use cookies and analytics tools to enhance user experience and website functionality. You may disable cookies at any time through your browser settings.

7. Communications

We may contact you via phone, email, SMS/text messaging, or patient portals. Communications may include appointment reminders, prescription notifications, care coordination, and wellness updates. You may opt out of non-essential communications at any time.

8. Security Practices

AGErite employs administrative, technical, and physical safeguards to protect your information, including:

- HIPAA-compliant systems and encrypted platforms
- Secure portals and password protections
- Access controls and workforce training
- Vendor compliance oversight

9. Third-Party Vendors

We may engage third-party service providers to assist with electronic health records, payment processing, shipping, website hosting, communication services, and telehealth coordination. All vendors are required to comply with applicable privacy and security obligations where required by law.

10. Jurisdictional Compliance

AGErite provides pharmacy services only in states where we are appropriately licensed or authorized. Our privacy practices are designed to comply with the applicable laws of each jurisdiction we serve.

11. Data Retention

We retain records in accordance with applicable pharmacy, healthcare, and legal retention requirements.

12. Changes to This Notice

We reserve the right to modify this Privacy Policy and Notice of Privacy Practices at any time. Updated notices will be posted on our website at ageritepharmacy.com.

13. Complaints

If you believe your privacy rights have been violated, you may contact us directly or file a complaint with the U.S. Department of Health & Human Services (HHS). Patients will not be retaliated against for filing a complaint.

14. Contact Information

AGErite Pharmacy & Wellness Center

Website: ageritepharmacy.com

Email: info@ageritepharmacy.com

Phone: (281) 654-8417

Address: 12827 Telge Road Ste 160, Cypress, TX 77429