

Consumer Health Data Privacy Policy

TeleDirectMD

Effective October 31, 2026.

1. About this policy

This policy explains how TeleDirectMD handles consumer health data and the rights Washington residents have under the Washington My Health My Data Act (RCW 19.373). We also extend similar rights to residents of every other state, including Nevada, Connecticut and California, whether or not their state's law requires it.

This policy is separate from our Website and General Privacy Policy and our Notice of Privacy Practices. It takes effect on the publication date shown at the top of the published version.

Your medical record is covered by HIPAA. Information in your medical record from a TeleDirectMD visit is protected health information under HIPAA and is handled as described in our Notice of Privacy Practices, not this policy. This policy mainly covers health-related information outside the medical record, such as information collected through our website.

2. Who we are

TeleDirectMD is the name used by a group of medical practices owned and controlled by Parth Bhavsar, MD:

- **California:** Parth Bhavsar Medical Corporation, a California professional medical corporation.
- **New York:** Parth Bhavsar Medicine PLLC, doing business as TeleDirectMD.
- **Texas:** TeleDirectMD, PLLC, a Texas professional limited liability company.
- **All other states we serve and Washington, D.C.:** Mahavir Health Services LLC, a Georgia limited liability company, doing business as TeleDirectMD.

In this policy, "TeleDirectMD," "we" and "us" mean these practices.

3. What consumer health data is

"Consumer health data" is personal information that identifies, or could reasonably be linked to, you and describes your past, present or future physical or mental health. It can include information inferred from what you do online, for example that you viewed a page about a particular condition, and information that shows you are seeking health care.

4. Consumer health data we collect

- **Website activity,** such as the condition and treatment pages you view and whether you click a booking button. Analytics and advertising cookies collect this only on our public pages, and only if you allow them.

- **Device and technical information**, such as your IP address, browser and device type, which can be linked to the activity above.
- **Information you give us to book a visit**, such as the reason for your visit entered in our scheduling form.
- **Messages you send us by text before you become a patient**. Please do not include health details; we use text messages only for scheduling.

We collect this information from you directly, from your browser or device when you use our website, and from booking services you use to reach us, such as Zocdoc.

Information you enter in our intake forms becomes part of your medical record. It is protected by HIPAA and is handled under our Notice of Privacy Practices, not this policy. Medical records cannot be deleted on request, because the law requires us to keep them, but you can ask us to correct them.

5. Why we collect and use it

- To schedule and provide the video visit you ask for, and to bill for it
- To operate, secure and fix our website
- With your consent, to understand how visitors use our public website pages and to measure our advertising
- To comply with the law

6. Your consent

We collect and share consumer health data through our website's analytics and advertising measurement tools only if you agree. Our cookie banner asks first, and it gives you two separate choices: one for whether we may collect this information through analytics and advertising cookies, and one for whether we may share it with Google for advertising measurement. Each choice has its own setting, and agreeing to collection does not mean you agree to sharing. If you choose "Decline" or ignore the banner, these tools stay off. These tools never run on our booking, intake, payment or patient portal pages, our portal sign-in and account sign-up pages, or any page you see after you log in.

We do not need your consent to use information that is necessary to schedule and provide the visit you ask for.

You can withdraw your consent at any time through the Cookie settings link at the bottom of every page, or by contacting us as described in section 10. Withdrawing stops future collection and sharing.

7. Who we share it with

- **Service providers (processors)** that help us run the practice, and only to provide their services to us: Elation Health (electronic health record and patient portal), Acuity Scheduling (scheduling), Jotform (intake forms), Keragon (automation), Paubox (secure email), Office Ally (insurance claims), Zocdoc (insured bookings made through Zocdoc), Quo (text messages) and Stripe (card payments). Stripe handles payment information only; we do not send it your health information. Any HIPAA authorization Zocdoc asks

you to sign is between you and Zocdoc, is optional, and is not required for care from TeleDirectMD.

- **Google (Google Analytics and Google Ads)**, only if you consent, which receives the website activity and device information described in section 4.
- **Our affiliates.** We share consumer health data with these affiliated practices, which operate under the TeleDirectMD name and are owned and controlled by Parth Bhavsar, MD, when needed to schedule and provide your visit: Mahavir Health Services LLC, Parth Bhavsar Medical Corporation, Parth Bhavsar Medicine PLLC and TeleDirectMD, PLLC.
- **Government authorities or others**, when the law requires it.

To ask for the names and contact information of the third parties and affiliates with whom we have shared your consumer health data, contact us as described in section 10.

8. Sale and geofencing

We do not sell consumer health data, and we do not let Google or any other company use it for its own advertising. We have set up Google's tools so that Google may use website data only to provide analytics and advertising measurement reports to us.

We do not use geofencing around health care facilities to track or message people.

9. Your rights

Washington residents (and anyone whose consumer health data we collect in Washington) have the right to:

- confirm whether we collect, share or sell your consumer health data, and access that data;
- get a list of all third parties and affiliates with whom we have shared or sold it, with their contact information;
- withdraw consent you have given us to collect or share it;
- have it deleted, including from our processors and the third parties we shared it with; and
- appeal our decision on your request.

Residents of every other state, including Nevada and Connecticut, may make the same requests, and we will handle them the same way.

California residents. Medical information we hold as your health care provider is protected by the California Confidentiality of Medical Information Act (Cal. Civ. Code section 56 and following) and by HIPAA, and the consumer rights in the California Consumer Privacy Act do not apply to it. For other personal information, such as website data, where the California Consumer Privacy Act applies, you may ask to know, correct or delete it, and to opt out of its sale or sharing for cross-context behavioral advertising.

We will not treat you differently, or change your care or your fee, because you use any of these rights.

10. How to make a request

Email contact@teledirectmd.com with the subject line “Consumer Health Data Request,” call (678) 956-1855, or write to TeleDirectMD, Attn: Consumer Health Data Requests, 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046. Tell us your state of residence and what you are asking for. We will confirm your identity before acting on a request. An authorized agent may make a request for you where state law allows.

We respond within 45 days. If we need more time, we will tell you within that period and why, and we may extend once by up to 45 more days where the law allows.

Appeals. If we deny your request in whole or in part, you can appeal by replying to our decision with the word “Appeal.” We will answer your appeal in writing within 45 days and explain our decision. If you are not satisfied, Washington residents may file a complaint with the Washington State Attorney General online through the Attorney General’s complaint page at atg.wa.gov/file-complaint, and residents of other states may contact their own state attorney general.

11. Limiting website tracking

You can change your choices at any time with the Cookie settings link at the bottom of every page. You can also block or delete cookies in your browser settings, and opt out of Google Analytics with Google’s browser add-on. You can ask us to delete website activity data linked to you using the contact details in section 10.

12. How long we keep it

We keep website analytics data for no more than 14 months. Information that becomes part of your medical record is kept as our Notice of Privacy Practices describes.

13. Changes to this policy

We may update this policy, and we will post the new version with a new effective date. If we want to collect, use or share consumer health data in a way this policy does not describe, we will ask for your consent first.

14. Contact

TeleDirectMD 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046 Phone: (678) 956-1855
Email: contact@teledirectmd.com