NuBalance Health Privacy Policy

Introduction

NuBalance Health LLC ("NuBalance Health," "we," "our," or "us") owns and operates websites and digital services (collectively, the "Platform") and may provide products and services related to hormone therapy, weight management, peptide therapy, and wellness care (the "Services"). Your access and use of our Platform and Services are subject to this Privacy Policy.

By using our Platform, creating an account, or interacting with NuBalance Health in any way, you acknowledge and agree to the practices outlined in this Privacy Policy. We may update this policy periodically to reflect changes in our operations or applicable laws. Any updates will be posted with a revised "Last Updated" date.

Our Commitment to Privacy

NuBalance Health is committed to maintaining the privacy and security of your personal and protected health information. This policy outlines how we collect, use, and protect the information you share with us.

Use by Adults

Our Services are intended for individuals 18 years or older. We do not knowingly collect information from anyone under the age of 13.

Protected Health Information (PHI)

In certain cases, you may share personal health data that is protected under the Health Insurance Portability and Accountability Act (HIPAA). NuBalance Health is committed to HIPAA compliance and may act as a Business Associate of licensed medical providers and compounding pharmacies

we work with.

Types of Information We Collect

We may collect the following types of information:

- Personal Identifiers (e.g., name, address, email, phone number)
- Demographic information (e.g., date of birth, gender)
- Payment and billing information
- Health and medical history
- Device and browser data
- Communications and uploaded files
- Sensitive information such as government-issued ID or biometric data (if required for verification purposes)

How We Use Your Information

We use personal and health information to:

- Deliver and personalize medical services
- Manage prescriptions, lab work, and consultations
- Process billing and transactions
- Improve our services and patient care model
- Comply with legal and regulatory obligations
- Send important notifications, updates, or educational content

Information Sharing

We may share your data with:

- Licensed medical professionals and pharmacies contracted with NuBalance Health
- Payment processors for transaction services
- Technology and customer service vendors

- Governmental authorities as required by law

We do not sell your personal or health information.

Patient Rights and Controls

You have the right to:

- Request access to your information
- Correct or update inaccurate data
- Withdraw consent or delete your account (subject to legal retention requirements)
- Manage communications preferences

Data Retention and Security

We retain your information for as long as necessary to deliver services, meet legal obligations, and ensure quality care. We use secure systems and administrative safeguards to protect your information.

HIPAA Compliance

NuBalance Health is required by law to maintain the privacy of Protected Health Information (PHI) and to provide you with notice of our legal duties and privacy practices. We will not use or disclose your PHI without your written authorization, except as described in this policy or as permitted by law.

Contacting NuBalance Health

If you have questions about our privacy practices or wish to exercise your rights, please contact:

NuBalance Health Privacy Officer

Email: info@nubalance.health

Phone: 678-313-5106

Mailing Address: 10405 Old Alabama Rd Connector, Suite 201, Alpharetta, GA 30022