

Privacy Policy

Lotus Care and Wellness (LCW)

Effective Date: 04/09/2026

1. Introduction

Lotus Care and Wellness (“LCW,” “we,” “our,” or “us”) is committed to protecting your privacy and safeguarding your personal and health information. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website, use our services, or engage with our healthcare offerings.

2. Information We Collect

A. Personal Information

We may collect personally identifiable information, including but not limited to:

- Full name
- Date of birth
- Phone number
- Email address
- Mailing address
- Payment information

B. Health Information (Protected Health Information – PHI)

As a healthcare provider, we may collect:

- Medical history
- Current conditions and symptoms
- Medications and allergies
- Treatment plans and visit notes
- Lab results

All PHI is handled in accordance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA).

C. Website & Technical Data

When you visit our website, we may collect:

- IP address
- Browser type
- Device information
- Pages visited and time spent
- Cookies and tracking technologies

3. How We Use Your Information

We use your information to:

- Provide medical care and wellness services
- Schedule and manage appointments
- Process payments and memberships
- Communicate with you regarding services or updates
- Improve our website and services
- Comply with legal and regulatory obligations

4. Sharing of Information

We do not sell your personal or health information.

We may share your information with:

- Healthcare providers involved in your care
- Laboratories and diagnostic services
- Payment processors
- Third-party service providers (HIPAA-compliant when applicable)
- Legal or regulatory authorities when required by law

5. HIPAA Compliance

As a healthcare provider, LCW complies with the Health Insurance Portability and Accountability Act (HIPAA). Your Protected Health Information (PHI) is securely stored and only accessed by authorized personnel.

You have the right to:

- Access your medical records
- Request corrections to your information
- Request restrictions on certain disclosures
- Receive a record of disclosures

6. Data Security

We implement administrative, technical, and physical safeguards to protect your information, including:

- Secure electronic health record systems
- Encryption of sensitive data
- Access controls and authentication
- Regular monitoring and updates

7. Cookies & Tracking Technologies

Our website may use cookies and similar technologies to enhance your experience. You may choose to disable cookies through your browser settings; however, some features of the website may not function properly.

8. Third-Party Services

Our website may contain links to third-party websites or use third-party tools (e.g., scheduling, payment processing). We are not responsible for the privacy practices of these third parties.

9. Your Privacy Rights

Depending on your location, you may have rights to:

- Access the personal information we hold about you
- Request deletion of your data (where legally permitted)
- Opt out of certain communications

To exercise these rights, please contact us using the information below.

10. Retention of Information

We retain personal and health information only as long as necessary to:

- Provide services
- Comply with legal, regulatory, and medical record retention requirements

11. Children's Privacy

Our services are not directed to individuals under the age of 18 without parental or guardian consent. We do not knowingly collect information from minors without appropriate authorization.

12. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.

13. Contact Information

If you have questions about this Privacy Policy or your information, please contact:

Lotus Care and Wellness

Phone: 727-249-9218

Website: Lotuscareandwellness.com

Email: Lotuscareandwellness@gmail.com

4747 Central Ave

St. Petersburg, Fl 33713

14. Consent

By using our website and services, you consent to the terms of this Privacy Policy.