

Privacy Policy

Beacon Health Navigation PLLC

Effective Date: May 6, 2026

1. INTRODUCTION

Beacon Health Navigation PLLC ("Company," "we," "us," or "our") is committed to protecting the privacy and security of the personal information of the individuals who visit our website and use our services ("you" or "your"). This Privacy Policy describes how Beacon Health Navigation PLLC collects, uses, stores, and safeguards information obtained through your use of our website and services.

By accessing or using our website, you acknowledge that you have read, understood, and agree to be bound by the terms of this Privacy Policy. If you do not agree with the practices described herein, please discontinue your use of our website and services.

We encourage you to review this Privacy Policy carefully and to contact us with any questions or concerns. Our contact information is provided at the end of this document.

2. INFORMATION WE COLLECT

We collect information about you in several ways, as described below. The categories of information we collect depend on how you interact with our website and services.

a) Information You Provide Directly

We collect personal information that you voluntarily provide to us when you interact with our website, including when you complete a contact form, an intake form, or any other inquiry form. This information may include, but is not limited to:

- Your full name and email address;
- Phone number and mailing address, if provided;
- Information submitted through user intake or health navigation inquiry forms, including general health goals and healthcare navigation needs; and
- Payment information submitted in connection with purchasing our services.

Please note that all payment transactions are processed by Stripe, Inc., our third-party payment processor. Beacon Health Navigation PLLC does not collect, store, access, or retain your credit card number, debit card number, or any other payment card data. For more information, see Section 6 (Payment Processing — Stripe) below.

b) Automatically Collected Information

When you visit our website, certain information is collected automatically through the use of cookies, web beacons, and similar tracking technologies. This automatically collected information may include:

- Pages visited, links clicked, and time spent on specific pages;
- Your approximate geographic location (at the city or region level);
- Device type, operating system, and browser type and version;
- Referring website or source (i.e., how you arrived at our site);
- Your Internet Protocol (IP) address; and
- Other technical information related to your browsing session.

This information is collected primarily through Google Analytics. Please see Section 5 (Google Analytics) for further detail on how this data is collected and used.

Cookies and Similar Technologies: Cookies are small text files placed on your device by a website when you visit it. They allow the website to recognize your device and remember certain information about your visit. We use session cookies (which expire when you close your browser) and persistent cookies (which remain on your device for a set period of time). These cookies help us understand how users interact with our website, remember your preferences, and improve site functionality. You may control cookies through your browser settings; however, disabling cookies may affect certain features of our website.

c) Health-Related Information

Our services are focused on health navigation, and some forms on our website invite you to share general, non-clinical information about your health goals, healthcare needs, or navigation challenges. This may include information such as the type of healthcare services you are seeking help navigating or general wellness goals.

We treat all health-related information submitted through our website with a high degree of care and discretion. Please see Section 10 (Not a HIPAA Covered Entity) for an important disclosure regarding the applicability of HIPAA to our services.

3. HOW WE USE YOUR INFORMATION

Beacon Health Navigation PLLC uses the information we collect for legitimate business purposes, including the following:

- **To provide and improve our health navigation services** — We use your information to deliver the services you have requested, fulfill your intake submissions, and continuously improve the quality and relevance of our offerings;
- **To respond to your inquiries and form submissions** — We use your contact information to communicate with you in response to questions, requests, or submissions you have made through our website;
- **To process payments** — Payment information is passed to Stripe, Inc. for secure processing. We use transaction records to confirm and fulfill your service purchases;
- **To analyze website traffic and usage patterns** — Aggregated and anonymized analytics data collected through Google Analytics helps us understand how visitors use our site and informs decisions about content, design, and functionality;
- **To send service-related communications** — We may use your email address to send you updates, appointment confirmations, or other communications directly related to the services you have engaged with, where applicable; and
- **To comply with legal obligations** — We may use or disclose your information as required by applicable law, regulation, legal process, or governmental request.

We do not use your personal information for purposes that are incompatible with those described in this Privacy Policy without first obtaining your consent or as otherwise required or permitted by law.

4. COOKIES AND TRACKING TECHNOLOGIES

Our website uses cookies and similar tracking technologies to operate effectively and to understand how visitors use our site. This section explains what cookies are, the types we use, and your choices regarding their use.

What Are Cookies?

Cookies are small text files that are stored on your computer, tablet, or mobile device when you visit a website. They are widely used to make websites function efficiently and to provide information to website owners. Cookies do not typically contain information that personally identifies you on their own; however, personal information that we store about you may be linked to information stored in and obtained from cookies.

Types of Cookies We Use

- **Session Cookies:** These are temporary cookies that exist only during your browsing session. They are deleted automatically when you close your browser. Session cookies help maintain your experience as you navigate between pages on our site.
- **Persistent Cookies:** These cookies remain on your device after your browser is closed, for a period of time defined in the cookie. They are used to remember your preferences and settings on return visits.
- **Analytics Cookies:** We use Google Analytics, which sets its own cookies on your device to collect information about how you use our website. These cookies are used to compile reports on website activity for us. The data collected is aggregated and does not directly identify individual users.

Your Cookie Choices

You have the right to control and limit the use of cookies. Most web browsers allow you to manage your cookie preferences through browser settings, including the ability to refuse, delete, or be notified when a cookie is set.

Please refer to your browser's help documentation for instructions on how to do so.

Please be aware that disabling or refusing cookies may affect the functionality of certain features of our website, and some services may not function properly without them.

Our website uses Google Analytics, which may set its own cookies. The collection and use of data by Google Analytics is governed by Google's own privacy policy, which is separate from ours.

5. GOOGLE ANALYTICS

Our website uses Google Analytics, a web analytics service provided by Google LLC ("Google"). Google Analytics helps us understand how visitors engage with our website by collecting information about user interactions, including:

- The pages you visit and the order in which you visit them;
- The duration of your visit and individual page sessions;
- The type of device and browser you are using;
- Your approximate geographic location (city or country level); and
- The source or referral that directed you to our website.

Google Analytics collects this information using cookies and similar technologies. The data is transmitted to and stored on Google's servers and is used to generate aggregated reports on website activity that we use to improve our services and user experience. We do not use Google Analytics to personally identify individual users, and the data we receive from Google Analytics is anonymized and aggregated.

Opting Out of Google Analytics: If you wish to prevent your data from being collected and used by Google Analytics, you may install the Google Analytics Opt-out Browser Add-on. This add-on, available for most major browsers, instructs the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) to prohibit sending information to Google Analytics. You can search for "Google Analytics Opt-out Browser Add-on" in your preferred search engine to locate and install the official tool provided by Google.

Please note that Google's own privacy policy governs the collection, use, and disclosure of any data that Google collects through Google Analytics. Beacon Health Navigation PLLC does not control Google's data practices and encourages you to review Google's privacy documentation for further information.

6. PAYMENT PROCESSING — STRIPE

When you make a payment for our services, all payment transactions are processed by Stripe, Inc. ("Stripe"), a third-party payment processor. Stripe is a leading payment infrastructure provider that meets the highest industry security standards.

The following are key facts about how payment data is handled:

- **No storage of payment card data by Beacon Health Navigation PLLC:** We do not collect, store, view, access, or retain your credit card number, debit card number, bank account information, or any other sensitive payment card data. This information is submitted directly to Stripe's secure systems and is never transmitted to or stored on our servers.
- **PCI-DSS Compliance:** Stripe collects and processes payment information in accordance with the Payment Card Industry Data

Security Standard (PCI-DSS), which sets rigorous requirements for the secure handling of cardholder data.

- **Stripe's Privacy Policy:** The collection, use, and protection of payment information submitted through Stripe's systems is governed exclusively by Stripe's own Privacy Policy. We encourage you to review Stripe's privacy documentation for full information about how your payment data is handled.

We may retain non-sensitive transaction records, such as confirmation of a completed purchase, the date of purchase, and the amount charged, for purposes of fulfilling your service requests and maintaining our business records.

7. EMAIL COLLECTION

We collect email addresses through several means, including contact forms, health navigation intake forms, and service registration or sign-up processes on our website. Your email address is used for the following purposes:

- To respond directly to inquiries and service requests you have submitted;
- To deliver information related to the services you have engaged with or inquired about;
- To send service-related notifications, confirmations, or updates; and
- To send marketing communications or newsletters, only where you have opted in to receive such communications.

Beacon Health Navigation PLLC does not sell, rent, lease, or otherwise transfer your email address to third parties for their marketing purposes.

If you have opted in to receive marketing emails from us, you may withdraw your consent and unsubscribe at any time. Each marketing email we send includes an unsubscribe mechanism, or you may contact us directly at info@beaconhn.com to request removal from our mailing list. Please note that even after unsubscribing from marketing communications, you may continue to receive transactional or service-related emails that are necessary for the administration of any active services.

8. HOW WE PROTECT YOUR INFORMATION

Beacon Health Navigation PLLC takes reasonable and appropriate administrative, technical, and physical security measures to protect the personal information we collect and maintain from unauthorized access, use, disclosure, alteration, or destruction. These measures include, but are not limited to:

- Use of encryption technologies (such as SSL/TLS) during the transmission of sensitive information over the internet;
- Limiting access to personal information to authorized personnel who require such access in order to operate, develop, or improve our services;
- Use of secure hosting infrastructure provided by reputable, industry-standard hosting providers; and
- Regular review of our information collection, storage, and processing practices.

However, please be aware that no method of transmitting information over the internet, and no method of electronic storage, is completely secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee absolute security. In the event of a data

security incident that affects your personal information, we will take appropriate steps in accordance with applicable law.

9. SHARING OF INFORMATION

Beacon Health Navigation PLLC does not sell, rent, trade, or otherwise transfer your personal information to outside parties for their own marketing or commercial purposes. We may share your information in the following limited circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our website and delivering our services. These include Stripe, Inc. (for payment processing) and Google LLC (for website analytics via Google Analytics). Such service providers are granted access to personal information only as necessary to perform their services on our behalf and are expected to handle such information in a manner consistent with this Privacy Policy and applicable law.
- **Legal Compliance and Protection:** We may disclose your personal information if we believe in good faith that such disclosure is necessary to comply with a legal obligation, court order, or governmental authority; to enforce our Terms of Use or other agreements; or to protect the rights, property, or safety of Beacon Health Navigation PLLC, our clients, or others.
- **Business Transfers:** In the event of a merger, acquisition, reorganization, sale of assets, or other business transfer involving Beacon Health Navigation PLLC, your personal information may be transferred to the successor entity as part of that transaction. We will notify you via a prominent notice on our website if your information

becomes subject to a materially different privacy policy as a result of such a transaction.

In all cases, we take reasonable steps to ensure that third parties who receive your personal information handle it responsibly and in accordance with applicable privacy laws.

① **Important Disclosure: Not a HIPAA Covered Entity**

10. NOT A HIPAA COVERED ENTITY

Beacon Health Navigation PLLC is not a healthcare provider, health plan, or healthcare clearinghouse. Accordingly, Beacon Health Navigation PLLC is **not a "covered entity"** as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its implementing regulations, including the HIPAA Privacy Rule (45 C.F.R. Parts 160 and 164).

Health-related information that you voluntarily submit through our website — such as general health goals or descriptions of your healthcare navigation needs — is **not considered Protected Health Information (PHI)** under HIPAA, and HIPAA's protections and requirements do not apply to such information as collected by us.

Notwithstanding the above, Beacon Health Navigation PLLC recognizes the sensitive nature of health-related information and is committed to handling all such information with the utmost discretion, care, and respect for your privacy. We maintain internal practices designed to safeguard health-related information you share with us, consistent with the standards set forth in this Privacy Policy.

If you have questions about how your health-related information is handled, please contact us at info@beaconhn.com.

11. CHILDREN'S PRIVACY

Our website and services are not directed to children under the age of 13, and we do not knowingly collect personal information from individuals under the age of 13. We do not intentionally market our services to children.

If we become aware that we have inadvertently collected personal information from a child under the age of 13 without verifiable parental consent, we will take prompt steps to delete such information from our records. If you are a parent or guardian and believe that your child has provided us with personal information without your consent, please contact us immediately at info@beaconhn.com so that we may take appropriate action.

12. YOUR RIGHTS AND CHOICES

You have certain rights and choices with respect to the personal information we hold about you. Subject to applicable law, you may exercise the following rights:

- **Right to Access:** You may request a copy of the personal information we hold about you and obtain information about how it is used and disclosed;
- **Right to Correction:** You may request that we correct any inaccurate or incomplete personal information we maintain about you;
- **Right to Deletion:** You may request that we delete personal information we hold about you, subject to certain legal exceptions

(such as information we are required to retain by law or for legitimate business purposes);

- **Right to Opt Out of Marketing Communications:** You may opt out of receiving marketing or promotional emails from us at any time by using the unsubscribe link in our emails or by contacting us directly; and
- **Cookie Preferences:** You may control the use of cookies through your browser settings at any time, as described in Section 4 of this Privacy Policy.

To exercise any of the rights described above, or if you have questions about your personal information, please contact us using the information below:

Email: info@beaconhn.com

Mailing Address: Beacon Health Navigation PLLC, 74 Harding Ave,
Weymouth, MA 02118

We will respond to your request within a reasonable timeframe and in accordance with applicable law. We may require you to verify your identity before processing your request.

13. REFUND POLICY REFERENCE

Beacon Health Navigation PLLC offers a full refund within seven (7) days of the date of purchase for eligible services. The complete terms and conditions governing refunds, including any applicable exclusions, are set forth in our Terms of Use, which is incorporated herein by reference.

To submit a refund request or to inquire about your eligibility, please contact us at info@beaconhn.com. Please include your name, the date of purchase, and a description of the service purchased when submitting your request.

14. CHANGES TO THIS PRIVACY POLICY

Beacon Health Navigation PLLC reserves the right to update, revise, or modify this Privacy Policy at any time at our sole discretion. When we make changes to this Privacy Policy, we will post the revised version on this page with an updated effective date indicated at the top of the document.

We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information. Your continued use of our website or services following the posting of any changes to this Privacy Policy constitutes your acceptance of those changes. If we make material changes to how we treat your personal information, we will make reasonable efforts to notify you in a prominent manner, such as by posting a notice on our homepage prior to the change becoming effective.

If you do not agree with any changes to this Privacy Policy, you should discontinue your use of our website and services and contact us to request deletion of your personal information as described in Section 12.

15. CONTACT US

If you have any questions, concerns, or requests relating to this Privacy Policy or our privacy practices, please do not hesitate to contact us:

Beacon Health Navigation PLLC

74 Harding Ave

Weymouth, MA 02118

Email: info@beaconhn.com

We are committed to addressing your privacy concerns promptly and transparently. We will endeavor to respond to all inquiries within a reasonable time period.

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