How does DCI use my information?

DCI Privacy Policy

This Privacy Statement explains how information about the user is collected, used, and disclosed by Direct Care Innovations LLC ("DCI"). This Privacy Statement applies to information we collect when a user utilizes our mobile application ("Application") website and other online products and services (collectively, the "Services"), or when users otherwise interact with DCI.

DCI may update this Privacy Notice from time to time. If changes are made, we will notify users by revising the date at the top of the policy and, in some cases, providing users with additional notice (such as adding a statement to our homepage or sending a notification). We encourage users to review the Privacy Notice whenever they access the Services or otherwise interact with DCI to stay informed about our information practices and the ways users can help protect their privacy.

Collection of Information

Information Users Provide to DCI
We receive and store any information entered through the Services. This information may include, but is not limited to, the following:

- Registration information, including username, password, and product information.
- The user's name and contact details, including email address, postal address, and phone number.
- Any other information uploaded or entered into the Services, including patient health information.

Information from the user's Health Care Institution
We receive and store information provided by physicians, health agencies, Medicaid, Medicaid, insurance companies, employers, or other care providers (collectively, "Institution") servers and databases based on the Institution's configuration of our Services. This information may include, but is not limited to, the following:

- Patient health information, including protected health information.
- Patient signature acknowledgment
- Patient photographs

Information We Collect Automatically When Users Utilize the Services
When users access or use our Services, we automatically collect information about them, including:

- Log Information: We collect log information about the user's utilization of the Services, including the type of browser use, access times, pages viewed, IP address, and the page visited before navigating to our Services.
- Device Information: We collect information about the computer or mobile device used to access our Services, including the hardware model, operating system and version, unique device identifiers, mobile network information, as well as actions performed by the user in accessing our Services. We also use analytics software to allow us to better understand the functionality of our Applications and Services. We may record information such as how often the Application or Services is used, what you do using the Application or Services, and performance data.
- Location Information: We may collect information about the location of the device each time a user accesses or uses one of our Applications or otherwise consents to the collection of this information. For more details, please see "User Choices" below.
- Information Collected by Cookies and Other Tracking Technologies: We use various technologies to collect information, including cookies. Cookies are small data files stored on the hard drive or in device memory that help us improve our Services and user experience, see which areas and features of our Services are popular, and count visits. For more information about cookies, and how to disable them, please see "User Choices" below.

Use of Information

We may use information about the user for various purposes, including to:

- Connect user network services to the Application or Institution databases
- Triangulate user location (if the user has enabled location information) to establish a certain radius of the address at check-in to the user's Institution, verify the visit to an Institution, and document other features of the visit to an Institution.
- Perform electronic visit verification
- Provide, maintain, and improve our Services.
- Send technical notices, updates, security alerts, and support and administrative messages to users.
- Respond to user comments, questions, and requests, and provide customer service.
- Use automatically collected information to enable DCI to analyze how often users use parts of the Services and to monitor trends, usage, and activities so that we can make the Services appealing and relevant to as many users as possible and customize and improve those Services.

Sharing of Information

DCI may share information about users as follows or as otherwise described in this Privacy Notice:

- With the user's Institution
- With vendors, consultants, and other service providers who need access to such information to carry out work on behalf of DCI.
- In response to a request for information if we believe disclosure is in accordance with, or required by, any applicable law, regulation, or legal process.
- If we believe user actions are inconsistent with our user agreements or policies, or to protect the rights, property, and safety of DCI or others.

- In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of DCI business by another company.
- Between and among DCI and our current and future parents, affiliates, subsidiaries, and other companies under common control and ownership.
- With user consent or at user direction.

DCI may also share aggregated or de-identified information, which cannot reasonably be used to identify a particular user.

Advertising and Analytics Services Provided by Others

We may allow others to provide analytics services and serve advertisements on our behalf across the Internet and in applications. These entities may use cookies, web beacons, device identifiers, and other technologies to collect information about user use of the Services and other websites and applications, including IP address, web browser, mobile network information, pages viewed, time spent on pages or in apps, links clicked, and conversion information. This information may be used by DCI and others to, among other things, analyze and track data, determine the popularity of certain content, deliver advertising and content targeted to user interests on our Services and other websites and better understand user online activity. For more information about interest-based ads, or to opt out of having web browsing information used for behavioral advertising purposes, please visit www.aboutads.info /choices. The user's device may also include a feature ("Limit Ad Tracking" on iOS or "Opt Out of Interest-Based Ads" on Android) that allows users to opt out of having certain information collected through apps used for behavioral advertising purposes.

User Choices

Account Information

Users may update, correct or delete information about themselves at any time by logging into their online account and emailing us at support@directcarein novations.zendesk.com. To delete or deactivate the account, please email us at support@directcareinnovations.zendesk.com, but note that DCI may retain certain information as required by law or for legitimate business purposes. DCI may also retain cached or archived copies of information about users for a certain period.

Location Information

When a user first launches any of our mobile Applications that collect location information, they will be asked to consent to the application's collection of this information. DCI currently requires this location information to use our Services, so if consent to this collection is not given, the user cannot utilize our Services. If initial consent to our collection of location information is given, the user can subsequently stop the collection of this information at any time by changing the preferences on their mobile device. If this action is taken, our mobile applications, or certain features thereof, will no longer function. Users may also stop collection of location information by following the standard uninstall process to remove all DCI mobile Applications from the device.

Cookies

Most web browsers are set to accept cookies by default, however, can usually be set to remove or reject browser cookies. Please note that if this action is taken it could affect the availability and functionality of our Services.

Mobile Push Notifications/Alerts

With user consent, DCI may send promotional and non-promotional push notifications or alerts to the user's mobile device. The user can deactivate these messages at any time by changing the notification settings on the mobile device.

Promotional Communications

Users may opt out of receiving promotional emails from DCI by following the instructions in those emails. If the user opts-out, DCI may still send non-promotional emails about the user's account or ongoing business relations.

Contact Us

For questions about this Privacy Notice, please contact us at: support@directcareinnovations.zendesk.com.

Related articles

- March 2021 Release Notes
- How does DCI use my information?