

Privacy Policy for PACS PROS LLC

Effective Date: October 26, 2025

PACS PROS LLC ("Company", "we", "us", or "our") respects your privacy. This Privacy Policy describes how we collect, use, protect, and share information when you use our website ("Site") located at <https://www.pacspros.llc>.

1. Information We Collect

We collect the following information:

- a) **Personal Information You Provide:** When you fill out a contact form, we collect your first name, last name, email address, telephone number, organization, service interest, and any message you submit. By submitting a contact form, you agree to receive emails, telephone calls, or text messages from us. You may reply "STOP" to opt out any time.
- b) **Automatically Collected Information:**
 - **Device and Usage Information:** IP address (anonymized), browser type, operating system, referring URLs, pages viewed, and interaction data.
 - **Cookies and Tracking Technologies:** We use:
 - **Essential Cookies:** Necessary for functioning of the Site (e.g., session cookies).
 - **Analytics Cookies:** To collect data about usage (e.g., via Google Analytics). We do not use advertising cookies.
- c) **Demo System Data:** If you use the PACS demo, all medical images and data are synthetic. We do not collect or store any Protected Health Information. Any temporary session data is deleted after 48 hours.

2. How We Use Information

We use the collected information for the following purposes:

- a) To operate and improve the Site.
- b) To respond to your inquiries and provide customer support.
- c) To analyze usage patterns and enhance user experience.
- d) To maintain the security of the Site.

3. How We Share Information

We do not sell or rent your personal information. We may share information:

- a) With service providers who assist us in operating the Site (under confidentiality agreements).
- b) If required by law or to protect our legal rights.
- c) In the event of a business transfer (merger, acquisition, etc.).

4. Email Policy

You may register to receive communications from us directly on our website or through a third party. Upon registering, we will periodically send you newsletters and other e-mails featuring special and exclusive offers, promotions and other members-only benefits. We may also send you a thank you notice, ask for a satisfaction rating, request a testimonial and give you periodic product reminders as part of your service. If you no longer wish to receive these communications, please let us know by calling us at (800) 410-1820, or by sending an email to PACS PROS LLC at info@pacspros.llc, or by writing to us at PACS PROS LLC, 23 Corporate Plaza Drive, Suite 150, Newport Beach, CA 92660 (you may also opt-out by clicking on the unsubscribe link in our emails). Our email database is updated continually. However, you may continue to receive email communications from us up to thirty business days from the time we receive your unsubscribe request. You may also receive emails that advertise PACS PROS LLC's services from third party publishers. If you want to stop receiving emails from a third party, you should follow the opt-out instructions included in the third-party email so that you will not be included in any future mailings. Please note that PACS PROS LLC can only control its own mailing list and policies. Third party advertisers that maintain their own mailing lists may send communications that advertise our services, and you may need to contact these parties directly in order to stop receiving their email communications.

5. SMS Policy, Terms and Conditions

SMS opt-in or phone numbers for the purpose of SMS are not being shared.

SMS Consent Communication – Phone numbers obtained as part of the SMS consent process will not be shared.

Types of SMS Communications – If you have consented to receive text messages from PACS PROS LLC, you may receive conversational SMS messages with employees (general information), conversational external SMS (appointment reminders, follow-up messages about missing documents to complete files, and general information about our services).

Message Frequency – Message frequency may vary depending on the type of communication.

Potential Fees for SMS Messaging – Please note that standard message and data rates may apply, depending on your carrier’s pricing plan. These fees may vary if the message is sent domestically or internationally.

Opt-In Method – You may opt-in to receive SMS messages from PACS PROS LLC by filling out a website form.

Opt-Out Method – You can opt out of receiving SMS messages at any time. To do so, simply reply “STOP” to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list by calling us at (800) 410-1820 or by sending an email to PACS PROS LLC at info@pacspros.llc, or by writing to us at PACS PROS LLC, 23 Corporate Plaza Drive, Suite 150, Newport Beach, CA 92660.

Additional Options – If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

5. Data Security

We use industry-standard measures to protect data (e.g., SSL/TLS encryption). However, no method is 100% secure. We do not store any PHI, and we require that you never submit any PHI via the Site.

5. Data Retention

We retain personal information from web forms for 30 days. Analytics data is retained for up to 26 months. Session data from the demo system is deleted within 48 hours.

6. Your Rights

Depending on your location, you may have rights to:

- a) Access and receive a copy of your personal information we hold.
- b) Correct or delete your personal information.
- c) Object to or restrict processing.

To exercise these rights, contact us at info@pacspros.llc. We will respond within the time required by law.

7. International Transfers

We operate in the United States. By using the Site, you consent to the processing and transfer of your data in the United States.

8. Children's Privacy

The Site is not directed to individuals under 16. We do not knowingly collect personal information from children. If we become aware of such collection, we will take steps to delete it.

9. Changes to this Policy

We may update this Privacy Policy. The effective date will be updated, and changes are effective immediately upon posting.

10. Contact Us

For questions about our Privacy Policy, contact:

PACS PROS LLC
23 Corporate Plaza Drive, Suite 150
Newport Beach, CA 92660

Email: info@pacspros.llc

11. WARNING

THIS SITE IS NOT A MEDICAL SYSTEM. SUBMITTING REAL PATIENT DATA IS STRICTLY PROHIBITED AND MAY RESULT IN LEGAL LIABILITY. BY USING THE SITE, YOU REPRESENT THAT YOU HAVE READ AND UNDERSTOOD OUR TERMS OF USE AND OUR PRIVACY POLICY AND WILL COMPLY WITH ALL PROVISIONS.

