



Privacy Policy

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Revision History

Version	Date	Summary of changes
2.3	2021-04-30	Initial release in new policy format
2.4	2022-04-29	Added change log, corrected typo, updated for 2022
2.5	2023-04-20	Minor typographical changes
2.6	2024-05-03	Updated data ownership wording, Added HIPAA statement of fact, added client data retention stipulation

Privacy Policy

1. Clients own their patient data that is hosted by PNC. PNC does not own Client's patient data.
2. PNC will not use Client's patient data for its own purposes.
3. PNC will not sell or disclose Client's patient data to other parties.
4. PNC will only access client's patient data for the purposes of providing operational, performance, security and support of its services for Client.
5. PNC access to Client's patient data will be on an as-needed basis.
6. PNC access to Client's patient data will be logged, and access logs will be available for client to review.
7. PNC is SOC 2 Type 2 compliant for trust services criteria for security, availability, and confidentiality.
8. PNC undergoes annual SOC 2 and HIPAA compliance audits by an independent third-party.
9. PNC is compliant with HIPAA security rule requirements.
10. In case of service termination by the Client, PNC will provide services and assistance for the client for up to 90 days to export their data to another system. If the service is terminated by the client, PNC will provide transition services at the standard PNC published IT consulting rates.
11. If Client terminates services, after 90 days PNC will securely remove and destroy all Client's patient data, unless otherwise instructed by the Client. Retaining data beyond 90 days may be done only at customers' request, and may incur additional fees.