

Privacy Policy

Effective Date: 01/07/2025

LabGuardHQ (“we,” “our,” “us”) values your privacy and is committed to protecting the personal information of our users, including probationers, probation officers, lab employees, and partner organizations. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website <https://labguardhq.com>, mobile services, and related applications (collectively, the “Services”).

1. Information We Collect

We collect information in the following ways:

- **Profile Information:** Probation officers and administrators may create user profiles that include name, phone number, email address, and other relevant details for probationers.
 - **Contact Information:** Phone numbers are collected for the purpose of sending appointment reminders and compliance notifications.
 - **SMS Consent Records:** When users opt in or out of SMS notifications, we record their consent status, including timestamps, phone numbers, and opt-in/opt-out actions.
 - **Technical Data:** We may automatically collect information such as IP addresses, browser type, device identifiers, and usage data for analytics and security.
 - **Organizational Data:** Information related to probation departments, labs, and staff, as provided by partner organizations.
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2. How We Use Your Information

We use the information we collect to:

- Provide appointment reminders, test notifications, and compliance updates.

- Maintain and manage user accounts and organizational profiles.
 - Ensure compliance with legal and regulatory requirements.
 - Improve the functionality and security of our Services.
 - Communicate with users regarding their account, consent status, and system updates.
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3. SMS Notifications & Consent

- Users may subscribe to receive text message notifications via <https://labguardhq.com/#sms>.
 - Standard message and data rates may apply.
 - Users may opt out at any time by replying with **STOP** or other supported keywords.
 - Users may opt back in by replying with **START** or re-subscribing via the SMS portal.
 - All SMS consent and opt-out events are processed via Twilio's Consent API and logged for compliance.
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4. How We Share Information

We do not sell personal information. We may share information only in the following limited cases:

- **With Service Providers:** Such as Twilio (for SMS messaging) and AWS (for hosting and data storage).
- **With Partner Organizations:** Probation departments and labs may access data necessary for managing probationer appointments.
- **For Legal Compliance:** When required by law, regulation, or valid legal process.
- **For Business Operations:** In case of a merger, acquisition, or restructuring.

5. Data Security

We implement industry-standard security measures to protect your data, including encryption, secure transmission, and access controls. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

6. Data Retention

We retain personal information only as long as necessary to provide our Services, meet legal obligations, and resolve disputes. Opt-out records may be retained to ensure compliance with SMS regulations.

7. Your Rights

Depending on your location, you may have the right to:

- Access the personal data we hold about you.
- Request corrections or updates to your information.
- Withdraw consent for SMS notifications at any time.
- Request deletion of your data, subject to legal or contractual requirements.

Requests can be sent to privacy@labguardhq.com.

8. Children's Privacy

LabGuardHQ does not knowingly collect or solicit information from children under the age of 13.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Updates will be posted at <https://labguardhq.com/privacy>, with the effective date noted above.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

LabGuardHQ Privacy Team

Email: privacy@labguardhq.com

Website: <https://labguardhq.com>