

NOTICE OF PRIVACY PRACTICES

Nucore Technologies, LLC

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information. Please review it carefully.

THIRD-PARTY HEALTHCARE PARTNERS

Nucore Technologies, LLC partners with third-party healthcare providers, pharmacies, laboratories, and technology vendors, including OpenLoop Health, to facilitate telehealth services, care coordination, payment processing, customer support, and platform operations.

Information submitted through our platform may be shared with these partners as necessary to provide healthcare services and operate our platform in accordance with applicable law, including HIPAA where applicable.

For additional information regarding OpenLoop Health's privacy practices, please review:

- <https://openloophealth.com/website-privacy-policy>
- <https://openloophealth.com/notice-of-privacy-practices>

DATA SHARING

Customer data is not shared with third parties for promotional or marketing purposes.

Mobile opt-in and consent are never shared with third parties for marketing purposes. Any information sharing described elsewhere in this notice excludes mobile opt-in data and consent records.

We may share information with healthcare providers, pharmacies, laboratories, payment processors, technology vendors, and service providers involved in delivering services through our platform.

MESSAGING TERMS AND CONDITIONS

By providing your phone number and agreeing to receive texts, you consent to receive text messages from Nucore Technologies, LLC regarding account notifications, customer care, delivery notifications, appointment reminders, and marketing communications.

Customer care and provider communications may originate from:
(877) 451-2775

Promotional and marketing communications may originate from:

(833) 322-6480

Consent is not a condition of purchase.

Message frequency varies. Message and data rates may apply.

You can reply STOP to unsubscribe at any time or HELP for assistance.

You may also contact us at:

Email: concierge@nucorehealth.com

Mobile opt-in information is never shared with third parties for marketing purposes.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Get an Electronic or Paper Copy of Your Medical Record

You have the right to request an electronic or paper copy of your medical record and other health information we maintain about you.

How to Request: Contact us using the information at the end of this notice.

Response Time: Typically within 30 days.

Fees: A reasonable, cost-based fee may apply.

Ask Us to Correct Your Medical Record

You may request a correction if you believe your information is incorrect or incomplete.

Our Response: We may deny your request but will provide a written explanation within 60 days.

Request Confidential Communications

You can ask us to contact you in a specific way or at a different address. We will honor reasonable requests.

Ask Us to Limit What We Use or Share

You can request limits on how we use or share your health information for treatment, payment, or operations. We may not always be required to agree.

If you pay for a service or healthcare item out-of-pocket in full, you may request that we not share that information with your health insurer.

Get a List of Those With Whom We've Shared Information

You may request an accounting of disclosures for the past six years.

One accounting per year is free. Reasonable fees may apply for additional requests.

Get a Copy of This Privacy Notice

You may request a paper copy of this notice at any time.

Choose Someone to Act for You

A legal guardian, medical power of attorney, or other authorized representative may act on your behalf with appropriate verification.

File a Complaint

You may file a complaint with us or with the U.S. Department of Health and Human Services Office for Civil Rights.

Mail: 200 Independence Avenue, S.W., Washington, D.C. 20201

Phone: 1-877-696-6775

Website: <https://www.hhs.gov/ocr/privacy/hipaa/complaints/>

We will not retaliate against you for filing a complaint.

YOUR CHOICES

We may share information with family members, friends, or others involved in your care, disaster relief efforts, or care coordination unless you instruct us otherwise.

We do not sell your personal information.

We will not use or disclose psychotherapy notes or use your information for marketing purposes requiring HIPAA authorization without your written permission.

OUR USES AND DISCLOSURES

We may use or share your health information to:

- Treat you
- Coordinate your care
- Operate our organization
- Process payments and billing
- Provide customer support
- Improve platform operations and services

We may also share information to:

- Help with public health and safety issues
- Conduct research where permitted by law
- Comply with legal obligations
- Respond to organ donation requests
- Work with medical examiners or funeral directors
- Address workers' compensation, law enforcement, or government requests
- Respond to lawsuits or legal actions

OUR RESPONSIBILITIES

We are required by law to maintain the privacy and security of your health information.

We will notify affected individuals following a breach of unsecured protected health information when required by law.

We must follow the duties and privacy practices described in this notice.

CHANGES TO THIS NOTICE

We may change this notice at any time. Updated versions will apply to all health information we maintain and will be posted on our website.

CONTACT INFORMATION

ATTN: Nucore Technologies, LLC

Corporation Trust Center
1209 Orange Street
Wilmington, Delaware 19801

Email: concierge@nucorehealth.com

Website: <https://nucorehealth.com>

Last Modified: May 22, 2026