

BIDART HEALTH SERVICES, LLC
d/b/a Discreet STD

PRIVACY POLICY

Effective Date: January 1, 2026

1. PURPOSE OF THIS PRIVACY POLICY

This Privacy Policy describes how Bidart Health Services, LLC d/b/a Discreet STD (“BHS,” “we,” “us,” or “our”) collects, uses, maintains, and protects information collected through our website, online forms, payment processes, communications, and related online services.

This Privacy Policy applies to information collected through the Discreet STD website and related online services operated by BHS. It is intended to explain our general website privacy practices. If information collected through our website constitutes Protected Health Information (“PHI”), it will also be handled in accordance with our HIPAA Notice of Privacy Practices.

This Privacy Policy does not replace our HIPAA Notice of Privacy Practices, any clinical consent, any test authorization, or any consent that may be required for specific testing, treatment, or services, including HIV testing when applicable.

2. WHO WE ARE

Bidart Health Services, LLC is a healthcare provider licensed in the State of Florida. Discreet STD is an online testing program operated by BHS. BHS may also provide other healthcare services, including primary care, telehealth, online services, and related healthcare services.

BHS is not a laboratory. Laboratory testing may be performed by independent contracted laboratories, which may have their own legal, privacy, operational, and compliance obligations.

3. INFORMATION WE COLLECT

We may collect information that you provide directly to us, including your name, date of birth, contact information, address, email address, phone number, identification information, payment-related information, health history, symptoms, online intake or questionnaire responses, requested tests, laboratory order information, test results, treatment-related information, and communications with BHS.

We may also collect certain technical or website information automatically when you use our website, including IP address, browser type, device information, operating system, pages viewed, links clicked, referring website, date and time of access, and other usage information.

We may collect payment information through payment processors. BHS does not intend to store full credit card numbers unless necessary and permitted through secure payment systems.

4. HOW WE USE INFORMATION

We may use information collected through our website and online services to provide, arrange, review, or coordinate healthcare services; review online intake or questionnaire responses; order laboratory testing when clinically appropriate; communicate with you about your request, order, results, account, or services; process payments; operate, maintain, secure, and improve our website and online services; maintain records; comply with legal, regulatory, reporting, and professional obligations; protect the rights, safety, and security of

BIDART HEALTH SERVICES, LLC
d/b/a Discreet STD

patients, BHS, our website, and others; and respond to lawful requests, court orders, subpoenas, or other legal processes.

When information is PHI, BHS uses and discloses it in accordance with HIPAA, applicable Florida law, and our HIPAA Notice of Privacy Practices.

5. HOW WE SHARE INFORMATION

We may share information with third parties as necessary to operate our website, provide services, process payments, communicate with you, maintain records, perform laboratory testing, comply with the law, or protect our rights and safety. These third parties may include electronic health record vendors, secure communication platforms, website or technology vendors, payment processors, contracted clinical laboratories, professional advisors, compliance vendors, and other service providers.

Where required by law, vendors that create, receive, maintain, or transmit PHI on behalf of BHS are required to safeguard PHI through written Business Associate Agreements or other appropriate contractual protections. We may also disclose information when required or permitted by federal or Florida law, including mandatory reporting of certain communicable diseases, reporting to public health authorities, responding to lawful legal process, or complying with regulatory obligations.

6. HIPAA AND PROTECTED HEALTH INFORMATION

Some information collected through our website or online services may be PHI under HIPAA. PHI may include information related to your health history, symptoms, clinical screening responses, requested tests, laboratory orders, test results, treatment recommendations, communications, and payment information. If information is PHI, BHS will use and disclose it as described in our HIPAA Notice of Privacy Practices. If there is a conflict between this Privacy Policy and the HIPAA Notice of Privacy Practices regarding PHI, the HIPAA Notice of Privacy Practices will control.

7. COOKIES, ANALYTICS, AND WEBSITE TECHNOLOGIES

Our website may use cookies, pixels, analytics tools, log files, or similar technologies to operate the website, understand website traffic, improve user experience, maintain security, and support website functionality.

We do not knowingly use website tracking technologies to disclose PHI for advertising purposes. We do not sell PHI. You may be able to adjust your browser settings to refuse or limit cookies. Some website features may not function properly if cookies are disabled.

8. PAYMENT INFORMATION

Payments may be processed through third-party payment processors. Payment processors may collect and process payment card information and related transaction details according to their own security and compliance obligations. For the Discreet STD program, patients pay BHS directly for services ordered through the program. Laboratory testing is performed by independent contracted laboratories, and BHS manages payment arrangements with those contracted laboratories for tests ordered through the Discreet STD program. Patients are not responsible for paying the laboratory directly for tests ordered through the Discreet STD program. If a patient makes a separate payment directly to a laboratory despite these instructions, BHS is not responsible for that separate payment and may not be able to control, reverse, or refund payments made directly to the laboratory.

BIDART HEALTH SERVICES, LLC
d/b/a Discreet STD

9. ELECTRONIC COMMUNICATIONS

By using our website, online forms, telehealth services, online services, email, text messaging, phone, portal communications, or other electronic communications, you understand that information will be transmitted electronically as part of providing and coordinating services.

BHS uses administrative, technical, and physical safeguards designed to protect information and support patient privacy and confidentiality. However, no method of electronic transmission or storage can be guaranteed to be completely secure.

Do not use the website or electronic communications for emergencies. If you believe you are experiencing a medical emergency, call 911 or seek emergency care immediately.

10. EMAIL AND TEXT MESSAGES

BHS may use email, text messages, phone calls, portal messages, or other electronic communications to contact you about your account, intake, services, test orders, results availability, payment, scheduling, follow-up, or administrative matters.

Messages may include limited information where appropriate, but electronic communications may carry inherent privacy risks. You are responsible for providing accurate contact information and for maintaining access to and security of your email, phone, and devices.

11. DATA SECURITY

BHS uses reasonable administrative, technical, and physical safeguards designed to protect information collected through our website and online services. These safeguards may include secure systems, access controls, vendor protections, workforce confidentiality expectations, and other measures appropriate to the nature of the information. Despite these safeguards, no website, platform, electronic system, mobile network, or internet transmission can be guaranteed to be 100% secure.

12. DATA RETENTION

BHS retains information, including medical records and website-related records, as necessary to provide services, maintain records, comply with legal and professional obligations, resolve disputes, enforce agreements, and support business and healthcare operations.

Medical records are retained in accordance with applicable federal and Florida healthcare record retention requirements.

13. MINORS

This BHS services, including in-person care, telehealth services, online services, and the Discreet STD program, are available only to individuals eighteen (18) years of age or older. BHS does not provide services to minors through this website.

14. YOUR CHOICES AND RIGHTS

You may contact BHS to request access to, correction of, or information about certain personal information we maintain about you. If the information is PHI, your rights are described in our HIPAA Notice of Privacy Practices.

You may request a paper or electronic copy of our HIPAA Notice of Privacy Practices. You may also contact us

BIDART HEALTH SERVICES, LLC
d/b/a Discreet STD

regarding privacy-related concerns or complaints.

15. DO NOT TRACK AND THIRD-PARTIES LINKS

This Some browsers may transmit “Do Not Track” signals. Our website may not respond to all Do Not Track signals. Our website may contain links to third-party websites or services. BHS is not responsible for the privacy practices, content, security, or policies of third-party websites or services that are not operated by BHS.

16. NO SALE OF PHI

This BHS does not sell PHI. BHS does not authorize the use or disclosure of PHI for third-party advertising in a manner prohibited by HIPAA.

17. CHANGES TO THIS PRIVATE POLICY

BHS reserves the right to change this Privacy Policy at any time. Any revised Privacy Policy will be posted on our website and will be effective as of the date stated in the updated Privacy Policy.

18. CONTACT INFORMATION

For questions about this Privacy Policy, website privacy practices, requests regarding your information, or privacy-related complaints, you may contact:

Privacy Officer
Bidart Health Services, LLC d/b/a Discreet STD
Email:privacy@bidarths.com