i-Labs
3510 Hopkins Pl N, Oakdale, MN 55128 USA
info@i-labs.us • www.i-labs.us
Tel: 651-387-2614 • CLIA ID: 24D2151884

Notice of Privacy Policy

Infectolab Americas Commitment to your privacy

This is the Privacy Policy of Infectolab Americas, located at 3510 Hopkins Place N, Oakdale, MN 55128.
This privacy notice discloses what information we gather and how we use it.
This Privacy Policy may be amended from time to time, so it's in your best interest to check our Privacy Policy regularly to understand the changes.

What information do we collect?

When you register for an account or interact with or utilize our products or services. We may collect personal data which includes name, address, phone number, username and password, email address, date of birth, location data, and payment information.

Infectolab Americas does not purchase or obtain data about you from third-party sources to improve marketing.
We may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Why we collect your information?

We need to process certain Personal Data in order to provide you with the services requested. We ask for your consent to process your Personal Data, you have the right to withdraw or decline but we may not be able to provide you certain services that require the use of Personal Data. Any of the information we collect from you may be used in one of the following ways:

Improve our website
To improve our website offerings based on the information and feedback we receive from you.

Improve customer service
The Personal Data you provide helps us to more effectively respond to your customer service requests and support needs.

Process transactions
Your Personal Data, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

Data Retention

We will retain your Personal Data as long as you have an account or to provide you the service requested. We will retain your Personal Data to comply with legal obligations, resolve disputes, and enforce our agreements.
If your Personal Data is no longer needed, we will delete your Personal Data from our system. We will also delete your Personal Data upon your request.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information. If you are located outside of the United States, please be aware that your Personal Data we collect will be processed and stored in the United States. The data protection and privacy laws may not offer the same level of protection as those in the country where you reside.
By using our services and submitting your Personal Data, you agree to the transfer, storage, and/or processing of your Personal Data in the United States.

i-Labs
3510 Hopkins Pl N, Oakdale, MN 55128 USA
info@i-labs.us • www.i-labs.us
Tel: 651-387-2614 • CLIA ID: 24D2151884

Links

Our Website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage you to review the privacy policies of any third-party sites that collects personally identifiable information.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.:

Consent

By using our Website, you consent to the collection and use of information as specified above. If we make changes to our Privacy Policy, we will post those changes on this page. Please review this page frequently to remain up-to-date with the information we collect, how we use it, and under what circumstances we disclose it. You must review the new Privacy Policy carefully to make sure you understand our practices and procedures.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the form on our Contact Us page.
HIPAA PRIVACY NOTICE FOR INFECTOLAB AMERICAS, JULY 2019 THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION

Introduction

Infectolab Americas is permitted by federal privacy laws to make uses and disclosures of your health information for purposes of treatment, payment, and health care operations. This Notice of Health Information Practices describes your rights as they relate to your protected health information.

Use of Patient Health Record Information

Understanding what is in your medical record and how your health information is used helps you to: ensure its accuracy, better understand who, what, when, where, and why others may access your health information, and make more informed decisions when authorizing disclosures to others. We may use your health information to provide laboratory test reports to you or your health care provider. We may use and disclose your health information for payment purposes. We obtain services for quality assessment, quality improvement, outcome evaluation, protocol and guidelines development, training programs, credentialing, medical review, and legal services. We may use your health information in the course of evaluation our customer service.

We may remove information that identifies you from your health information so this de-identified information can be used for research purposes.

i-Labs
3510 Hopkins Pl N, Oakdale, MN 55128 USA
info@i-labs.us • www.i-labs.us
Tel: 651-387-2614 • CLIA ID: 24D2151884

Patient Health Record Information Rights

Your health and billing record we maintain are the physical property of Infectolab Americas.
The information in it belongs to the patient. Your test results will be delivered to your referring physician.
You have a right to:

- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give permission before your health information can be used or shared for certain purposes.
- Ask that incorrect or incomplete information be removed or changed in your health records.
- Ask that your information not be shared with certain people, groups, or companies.
- Ask to be contacted at different places or in different ways, such as through your office or by mail.
- Ask to see and get a copy of your health information.
- File complaints if you believe your health information was used or shared in such ways that is not allowed by law or you were not allowed to exercise your rights.

HIPAA provides an exemption 45 CFR 164.524 in relation to CLIA (Clinical Laboratory Improvement Amendment) 42 CFR 493.3 as described below:

- Obtain a paper copy of this notice of information practices on request,
- Inspect and receive a copy of the health record from your referring physician as provided for in 45 CFR 164.524,
- Amend your health record as provided in 45 CFR 164.524,
- Obtain an accounting of disclosures of your health information as provided in 45 CFR 164.528,
- Request communications of your health information by alternative means or at alternative locations,
- Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522, and
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

Infectolab Americas Responsibilities

The laboratory is required to:

- Maintain the privacy of your health information,
- Provide you with this notice as to our legal duties and privacy practices with respect to information we collect and maintain about you,
- Abide by the terms of this Notice,
- Notify you if we are unable to accommodate a requested restriction or request, and
- Accommodate your reasonable requests regarding methods to communicate health information with you.

We reserve the right to amend, change, or eliminate provisions in our privacy practices and to enact new provisions regarding the protected health information we maintain. If our information practices change, we will amend our Notice. We will also discontinue use or disclosure of your health information after we receive a written cancellation of the authorization according to the procedures included in the authorization.

To Request Information or File a Complaint

If you have questions, would like additional information, or want to report a problem regarding the handling of your information, you may contact us via email info@i-labs.us or by phone at (651) 387-2614.
If you believe your rights have been violated, you can file a complaint with the HIPAA Privacy Officer, or with the Office for Civil Rights. For the OCR address in your Region, you may visit their website www.hhs.gov.
There are numerous options for reporting your complaint to them: OCR Portal, e-mail, form, etc.

Other Disclosures and Uses Notification

- We may disclose your protected health information for law enforcement purposes as required by law, by a court order, in felony prosecutions, or an individual is in the custody of law enforcement.
- Federal law allows us to release your protected health information to appropriate health oversight agencies or for health oversight activities.
- Infectolab Americas will not disclose your patient record unless you provide written authorization.