

Privacy Policy

Advanced Care Solutions Inc. and Complete Medical Supplies Inc. | Effective Date: March 10th 2023 | Last Updated: August 1st 2026

This Privacy Policy applies to Advanced Care Solutions Inc. and Complete Medical Supplies Inc. (each a "Company," and together "we," "our," or "us"). It explains what information we collect when you visit www.acsmedical.com/privacy-policy, contact us, place an order, or enroll in our email and text message reorder reminder programs, and how we use, share, and protect that information.

Advanced Care Solutions Inc. operates the website and the messaging platform used by both companies. Complete Medical Supplies Inc. uses that platform as a client under a written services agreement. Each company remains separately responsible for its own customers and its own messages.

Please note: This Privacy Policy covers information collected through our website and communication programs. If you are a patient whose medical supplies we bill to Medicare, Medicaid, or a health plan, your protected health information is governed by our Notice of Privacy Practices under HIPAA, which is a separate document available on request.

1. Information We Collect

Information you give us. When you contact us, place or reorder supplies, create an account, or enroll in reorder reminders, we may collect:

- Your name, mailing address, and shipping address
- Your mobile phone number and email address
- The products you order and how frequently you reorder them
- Insurance or payment information needed to process your order
- Any other information you choose to provide, such as questions or notes you send us

Information collected automatically. When you visit our website, we may collect your IP address, browser and device type, pages viewed, and referring website through cookies and similar technologies.

2. How We Use Your Information

We use the information we collect to:

- Process, fulfill, and ship your orders and send order-related updates
- Send reorder reminders by email and text message when your supplies are due, based on your order history and expected usage
- Respond to your questions and provide customer support
- Verify insurance coverage and obtain authorizations where required
- Improve our website, services, and communication programs
- Prevent fraud and comply with legal, billing, and regulatory obligations

3. Text Message (SMS) Programs

Each company operates its own text messaging program under its own name. **When you opt in, you are consenting to receive messages from the specific company you enrolled with — either Advanced Care Solutions Inc. or Complete Medical Supplies Inc. — and not from both.**

Consent. By providing your mobile phone number and opting in, you consent to receive recurring automated text messages, including reorder reminders, order updates, and account notifications. Consent is not a condition of purchase or of receiving any product or service.

Message frequency. Message frequency varies based on your order activity and reorder eligibility. You will typically receive no more than [4] messages per month.

Message and data rates. Standard message and data rates may apply. Contact your mobile carrier for details.

Opting out. Reply STOP to any message to unsubscribe. Reply HELP for assistance, or contact the company that sent the message using the information in Section 12.

Mobile Information Sharing: No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Information sharing with subcontractors in support services, such as customer service, is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Consistent with the statement above, Advanced Care Solutions Inc. provides messaging platform and support services to Complete Medical Supplies Inc. as a service provider under a written agreement. Advanced Care Solutions Inc. does not use Complete Medical Supplies Inc. customer information for its own marketing purposes, and neither company markets to the other company's customers using mobile opt-in data.

Full details of each program are available in the **SMS Terms and Conditions** for the company you enrolled with.

4. Email Communications

If you provide your email address, we may send order confirmations, shipping notifications, reorder reminders, and occasional information about products and services. You can unsubscribe from promotional and reorder emails at any time using the link at the bottom of any email or by contacting us directly. We will still send messages necessary to complete orders you have already placed.

5. How We Share Your Information

We do not sell your personal information. We share information only as needed to operate our business, including with:

- **Service providers** — including our website host, messaging and email platforms, billing systems, payment processors, and shipping carriers, who may use your information only to perform services for us
- **Manufacturers and suppliers** — only as needed to fulfill and ship your order
- **Health plans and payers** — as needed to verify coverage, obtain authorization, and submit claims
- **Between our companies** — only as permitted by applicable law and our written agreements, and never to market one company's products to the other company's customers using mobile opt-in data
- **Legal and safety purposes** — when required by law, subpoena, or to protect our rights, our customers, or the public

- **Business transfers** — in connection with a merger, acquisition, or sale of assets, subject to this policy

6. Health Information and HIPAA

The products we provide may indicate a health condition or need. We treat this information as confidential and use it only to serve you. We do not use health-related information for third-party advertising.

If we bill Medicare, Medicaid, or a health plan on your behalf, we are a HIPAA covered entity and your protected health information is handled according to our Notice of Privacy Practices, which describes your rights in detail and is available on request or on our website. Where that notice and this policy differ regarding protected health information, the Notice of Privacy Practices controls.

Because text messages are not a secure form of communication, we keep message content general and do not include detailed clinical information in our texts.

7. Cookies and Tracking

We use cookies and similar technologies to remember your preferences, understand how our site is used, and measure the performance of our communications. Most browsers allow you to refuse or delete cookies, though some features of our site may not work properly if you do.

8. Data Retention

We retain personal information only as long as necessary to provide our services, maintain order and billing records, and satisfy legal, tax, and regulatory retention requirements, including those that apply to medical suppliers. When information is no longer needed, we securely delete or de-identify it.

9. Security

We use reasonable administrative, technical, and physical safeguards — including encrypted connections and restricted access to customer records — to protect your information from unauthorized access, use, or disclosure. No method of transmission over the internet is completely secure, so we cannot guarantee absolute security.

10. Your Choices and Rights

You may at any time:

- Opt out of text messages by replying STOP
- Unsubscribe from marketing emails using the link in any email
- Request a copy of the personal information we hold about you
- Request that we correct or delete your personal information
- Ask us to stop using your information for marketing purposes

To make a request, contact the company you do business with using the information in Section 12. We will respond within the timeframe required by applicable law and may need to verify your identity first. Depending on where you live, you may have additional rights under state privacy laws, and we will not discriminate against you for exercising them. Rights relating to protected health information are described in our Notice of Privacy Practices.

11. Children's Privacy

Our website and messaging programs are intended for adults 18 and older. We do not knowingly collect personal information from children under 13 through our website or messaging programs. Orders for pediatric patients are placed by a parent, guardian, or authorized caregiver. If we learn we have collected information directly from a child under 13, we will delete it promptly.

12. Contact Us

If you have questions about this Privacy Policy or how we handle your information, contact us at:

Advanced Care Solutions Inc.

11971 NW 37th St, Coral Springs, FL 33065

resupply@acsmedical.com

877-748-1977

Complete Medical Supplies Inc.

11971 NW 37th St, Coral Springs, FL 33065

resupply@acsmedical.com

866-748-5151

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The current version will always be posted on this page with an updated effective date. Material changes will be communicated to you where required by law.