

BRAIN AND SPINE CENTER, PLC

Website Privacy Policy

Effective August 13, 2026 · Last updated August 13, 2026

This Privacy Policy explains how **Brain and Spine Center, PLC**, doing business as Brain & Spine Center ("Brain & Spine Center," "we," "us," or "our"), handles information collected through www.brainandspineaz.com (the "Site").

THIS IS NOT OUR HIPAA NOTICE

This policy covers the website only. The way we use and disclose your protected health information as a healthcare provider is governed by our separate **HIPAA Notice of Privacy Practices**, available at either office and on our Patient Forms page. Where the two documents differ regarding protected health information, the HIPAA Notice controls.

Please do not send medical details, test results, or other health information through the website contact form or by regular email. These channels are not encrypted. Use the Patient Portal or call 480-917-3706.

SECTION 01

Information you give us

You can browse most of the Site without telling us who you are. We collect information when you choose to send it, including through:

- **The contact form** — name, email address, phone number, mailing address, and anything you type into the message field.
- **Appointment and scheduling requests** — including requests made by scanning the QR code on the Site.
- **Internship and scribe applications** — education history, availability, resume, and related details.
- **Clinical trials inquiries** — your interest in a study and the contact details you provide so a research coordinator can reach you.
- **Patient forms** you download, complete, and return to us.

SECTION 02

Information collected automatically

Our web host and content platform record standard technical data when you visit: IP address, browser type and version, device type, operating system, referring page, pages viewed, and the date and time of your visit. This is used to keep the Site running, diagnose errors, and understand which pages are useful.

COOKIES

The Site uses cookies and similar technologies only for basic functionality — keeping the Site working, remembering display preferences, and maintaining security. We do not use cookies to build advertising profiles or to track you across other websites.

You can block or delete cookies through your browser settings. Some parts of the Site may not work correctly if you do.

ADVERTISING AND ANALYTICS TRACKERS

We do not use third-party advertising or analytics trackers on this Site. No advertising pixels, behavioral tracking tags, or third-party analytics tools run on any page, including pages that describe specific conditions or procedures and pages that link to the Patient Portal. We do not share Site activity with advertising networks or data brokers, and we do not sell it.

SECTION 03

How we use information

- To respond to your question, request, or application.
- To schedule, confirm, or reschedule appointments.
- To evaluate candidates for internship and scribe positions.
- To contact you about a clinical trial you asked about.
- To operate, secure, maintain, and improve the Site.
- To meet legal, regulatory, and accreditation obligations.

We do not sell your personal information. We do not share it with third parties for their own marketing.

SECTION 04

Third-party services linked from this Site

Several buttons on the Site take you to platforms operated by other companies. Once you leave our Site, that company's privacy policy governs, not ours.

SERVICE	USED FOR	WHOSE POLICY APPLIES
InstaMed	Online bill payment	InstaMed and its payment processors
eClinicalWorks Patient Portal	Secure records, messaging, results	eClinicalWorks, under a Business Associate Agreement with us
Google Maps	Directions to Chandler and Casa Grande	Google
Facebook, LinkedIn	Links to our practice pages	Meta, LinkedIn
trialsphereaz.com	Clinical trials information, linked from our Clinical Trials page	A separate legal entity, under its own privacy policy

We are not responsible for the content, security, or privacy practices of these third parties. Review their policies before entering information.

SECTION 05

When we disclose information

We disclose information submitted through the Site only:

- To our own staff and clinicians who need it to respond to you.
- To service providers who host, maintain, or support the Site and our systems, under contracts requiring them to protect it.
- When required by law, subpoena, court order, or a government or regulatory request.
- To protect the rights, safety, or property of our patients, staff, or practice.
- In connection with a merger, acquisition, financing, or sale of practice assets, subject to applicable law.
- With your direction or authorization.

SECTION 06

Security

We use administrative, physical, and technical safeguards to protect information under our control, including encrypted transmission of the Site over HTTPS. No website or internet transmission is completely secure, and we cannot guarantee absolute security. Information you submit through unencrypted channels such as the website contact form or standard email travels at your own risk.

SECTION 07

Retention

We keep website inquiries for as long as needed to respond and to meet our legal, regulatory, and recordkeeping obligations, then dispose of them securely. Medical records are retained under Arizona law and our records policy, described in our HIPAA Notice of Privacy Practices.

SECTION 08

Children

The Site is directed to adults. We do not knowingly collect personal information online from children under 13. If you believe a child has submitted information through the Site, contact us and we will delete it. Information about minor patients is handled under HIPAA and Arizona law, not this policy.

SECTION 09

Your choices and rights

- **Access and correction of your medical record** — request through the Patient Portal or our medical records staff, under the rights described in our HIPAA Notice of Privacy Practices.
- **Marketing emails** — every message includes an unsubscribe link, or you can call the office. Unsubscribing does not stop appointment reminders or treatment-related communications.
- **Cookies** — manage through your browser settings.
- **Do Not Track** — browsers send this signal inconsistently and there is no common standard, so the Site does not currently respond to it.

Residents of states with comprehensive consumer privacy laws may have additional rights over information not covered by HIPAA. To make a request, contact us using the details below. We will verify your identity before acting and will not treat you differently for exercising a right.

SECTION 10

Accessibility

We work to keep the Site usable by people with disabilities. If you have trouble accessing any part of it, call 480-917-3706 and we will provide the information you need in another format.

SECTION 11

Changes to this policy

We may update this policy. The revised version takes effect when posted, and the "Last updated" date at the top will change. Material changes will be highlighted on this page. Continuing to use the Site after an update means you accept the revised policy.

SECTION 12

How to reach us

Brain and Spine Center, PLC — Privacy Inquiries

Privacy Officer: Dalal Jawad

Email: djawad@brainandspineaz.com

Phone: 480-917-3706 · **Fax:** 480-353-2066

Chandler: 4045 W Chandler Blvd, Chandler, AZ 85226

Casa Grande: 1760 E Florence Blvd #250, Casa Grande, AZ 85122