

Privacy Policy

Last Updated: **03/27/2026**

Introduction

Aspen GLP (“Company,” “we,” “us,” or “our”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our telehealth services, or otherwise interact with our platform (collectively, the “Platform”).

By using the Platform, you agree to the terms of this Privacy Policy.

Information We Collect

We may collect the following types of information.

Personal Information

Personal information may include:

- Name
- Email address
- Phone number
- Mailing address
- Date of birth
- Payment information
- Account login credentials

Health Information

When you use our services, we may collect health-related information including:

- Medical history
- Current health conditions
- Symptoms
- Treatment history
- Prescription information
- Responses to intake questionnaires

This information may be considered **Protected Health Information (PHI)** under applicable healthcare privacy laws.

Automatically Collected Information

When you access our Platform, we may automatically collect certain information including:

- IP address
 - Browser type
 - Device type
 - Operating system
 - Website usage activity
 - Date and time of access
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How We Collect Information

We collect information when you:

- Create an account
- Complete intake forms
- Schedule or attend telehealth consultations
- Communicate with healthcare providers
- Purchase products or services
- Contact customer support

We may also collect information automatically through cookies and analytics technologies.

Cookies and Tracking Technologies

Our Platform may use cookies and similar tracking technologies to improve functionality and user experience.

Cookies may help us:

- Maintain secure sessions
- Remember user preferences
- Analyze how users interact with our Platform

You may disable cookies through your browser settings, though some features may not function properly without them.

How We Use Your Information

We may use your information to:

- Provide telehealth services
- Facilitate consultations with licensed healthcare providers
- Process prescriptions and coordinate pharmacy fulfillment
- Verify your identity
- Manage your account
- Process payments
- Communicate service updates
- Improve our services
- Detect fraud or misuse
- Comply with legal obligations

How We Share Information

We may share your information with:

Healthcare Providers

Licensed healthcare providers who deliver telehealth services through our Platform.

Pharmacies

Licensed pharmacies that dispense medications prescribed through the Platform.

Service Providers

Third-party vendors who help operate our services, including:

- Hosting providers
- Payment processors
- Technology vendors
- Customer support providers

Legal Requirements

We may disclose information if required by law or legal process.

Business Transfers

If **Aspen GLP** undergoes a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

Data Retention

We retain personal information only as long as necessary to:

- Provide services
 - Maintain required medical records
 - Comply with legal obligations
 - Resolve disputes and enforce agreements
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Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of certain data
- Receive a copy of your information

To exercise these rights, contact us using the information below.

Security

We use reasonable administrative, technical, and physical safeguards to protect your personal information. However, no security system can be guaranteed to be completely secure.

Children's Privacy

Our Platform is not intended for individuals under the age of 18. We do not knowingly collect information from children.

Contact Information

If you have questions about this Privacy Policy, please contact:

Aspen GLP

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