

Privacy Policy

Last Updated: 1/1/2026

Effective Date: 1/1/2026

1. Introduction

QDX Data LC ("we," "us," or "our", "QDX") is committed to protecting the privacy and security of your data. This Privacy Policy describes how we collect, use, and disclose information when you visit our website qdxdata.com or use our healthcare compliance platform (the "Service").

For the purposes of this policy, QDX acts as a **Data Controller** for visitor information on our public website, and as a **Data Processor** for the provider data our customers store within our Service.

2. Information We Collect

A. Information You Provide to Us

- **Account Information:** When you register, we collect full names, email addresses, and company contact details.
- **Billing Information:** We collect billing addresses and payment details. We do not store full credit card numbers.
- **Support Data:** Information you provide when contacting our support team (e.g., support tickets, error logs).
- **Order Data:** Information you provide when ordering our services

B. Information We Collect Automatically

- **Usage Data:** We log access times, pages viewed, and IP addresses to monitor system performance and security.
- **Device Data:** We collect information about the device and browser you use to access QDX systems to ensure compatibility and security.
- **Cookies:** We use cookies to maintain your session state and remember your preferences.

C. Client Data (The "SaaS" Clause)

In providing our Service, we process data uploaded by our customers ("Client Data"), which does not include Protected Health Information (PHI). We process Client Data strictly in accordance with our **Master Services Agreement (MSA)**. We do not use Client Data for our own marketing or advertising purposes.

3. How We Use Your Information

We use your information for the following specific purposes:

- To provide, operate, and maintain the QDX platforms.
- To detect and prevent fraudulent or unauthorized activity (SOC 2 Security Requirement).
- To send administrative information, such as security alerts, invoice reminders, or policy updates.
- To comply with legal obligations and enforce our terms.

4. Data Sharing and Sub-Processors

We do not sell your data. We share data only with third-party service providers ("Sub-processors") that help us operate our business. All Sub-processors are vetted for security and compliance (e.g., SOC 2) prior to engagement.

Sub-Processor	Purpose	Location
AWS (Amazon Web Services)	Hosting and Database Infrastructure	USA

5. Security Measures

Security is core to our business. We have implemented a formal Information Security Management System (ISMS) aligned with **SOC 2 Type II** standards. Measures include:

- **Encryption:** All data is encrypted in transit (TLS 1.2+) and at rest (AES-256).
- **Access Control:** Access to production data is restricted to authorized personnel via Multi-Factor Authentication (MFA).
- **Vulnerability Scanning:** We perform regular automated scans and third-party penetration tests.

6. Data Retention

We retain personal data only as long as necessary to fulfill the purposes for which it was collected, or as required by law, regulation, or contract.

- **Client Data:** Retained for the duration of the customer agreement plus 90 days to allow for disputes or corrections, after which it is securely deleted.
- **Backups:** Encrypted backups are retained for 30 days for disaster recovery purposes and then overwritten.
- **Logs:** Audit logs are retained for 12 months to assist in security investigations.

7. Your Data Rights

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

- Request access to the personal data we hold about you.
- Request correction of inaccurate data.
- Request deletion of your data ("Right to be Forgotten"), subject to our legal retention obligations.

To exercise these rights, please contact us at clientservices@qdxdata.com.

8. International Data Transfers

QDX is based in the United States. If you access our Service from outside the U.S., you acknowledge that your data will be transferred to and processed in the United States, where data protection laws may differ from those in your jurisdiction.

9. Contact Us

If you have questions about this policy or our SOC 2 compliance posture, please contact:

QDX Privacy Inquiry

Email: clientservices@qdxdata.com