

Cancer Nutrition Care PRIVACY POLICY

Revised 25 November 2020

PLEASE READ THIS CAREFULLY TO UNDERSTAND OUR POLICIES AND PRACTICES REGARDING YOUR INFORMATION AND HOW WE TREAT IT. THIS POLICY APPLIES TO ALL CLIENTS, PATIENTS, CAREGIVERS AND ANY OTHER USERS OF CNC SERVICES. "SERVICES" INCLUDE ANY USE OF OUR WEBSITE, FREE SCREENINGS AND REVIEWS, AND CONSULTS WITH CNC ONCOLOGY DIETITIANS. IF YOU DO NOT AGREE WITH OUR PRIVACY POLICIES AND PRACTICES, PLEASE CONTACT US AND REFRAIN FROM USING OUR SERVICES UNTIL FURTHER NOTICE. BY ACCESSING CNC CONTENT, OR USING CNC SERVICES, YOU AGREE TO ALL CANCER NUTRITION CARE (CNC) POLICIES AND PRACTICES.

Our Commitment to Information Privacy

Cancer Nutrition Care (CNC) is the trade name of The Center for Integrative Nutrition & Culinary Care, LLC, a Boston-based company incorporated in the state of Delaware.

CNC respects the privacy of every individual who visits our website, takes our free screenings, or seeks us out for any other product or service. Invoices, receipts, intake forms, and other correspondence may use our LLC name or D/B/A trade name, or both.

Personal Privacy Policy

Information We Collect from You

CNC may collect personal and non-personal information about you when you use our services. We use your information for the following general purposes: providing products and services, billing, identification and authentication, improving our services, contacting clients or client representatives, and conducting internal, confidential research. When you register with us and set up an account, we ask for personally identifiable information such as your name, email address, phone number, and billing information. When you participate in our services and programs, CNC may use one or more "intake forms" containing a variety of questions of a personal nature. This information about you is necessary to help in our diagnostic and planning work. "Intake" information may include personal information, including personal foods consumed, activities and/or body measurements, among things. We take special precautions to protect this information in a secure database.

CNC may share your personally identifiable information as part of our Oncology Dietitians internal work related to your case or when required to complete your transaction or to facilitate a consensual interaction between you and a provider, caregiver or family member. Our HIPAA compliant secure client database is managed by a 3rd party, Practice Better of Toronto, Canada. CNC may aggregate certain information to develop statistics related to the use of our services for internal purposes only, to improve or develop new product offerings and/or services.

What We Do with Your Information

Generally speaking, the personal information you provide us is used for therapeutic and counseling services and to help us communicate with you, when using your email to contact you in response to questions, solicit feedback, provide technical support, and inform clients about promotional offers. CNC respects your privacy and will not sell your personal information to third parties. We may use your personal information as part of providing services to you, responding to your inquiries, providing information on products & services you request, or as part of contacting you regarding our products or services. Unless you have otherwise opted out of receiving email communication from us, you agree to allow us to use your email for general communication and communication related to our services that are consistent with this Privacy Policy.

Sharing of Personal Information with Third Parties

Except as set forth in this Privacy Policy or as specifically agreed to by you, we will not sell or rent your personal information to third parties or disclose any personal information we gather from you. If you invite family, friends or other parties to be part of your healthcare team or to join your consult voice calls, video sessions, or chat sessions, with your nutritionist, those parties and individuals will also have access to any information shared or discussed, about you, during that session.

We may release your personal information to third parties as required by law, when we believe disclosure is necessary to comply with a legal or regulatory requirement, judicial proceeding, court order or legal process served on us. This may be done to protect the safety, rights or property of patients, customers, the public or CNC. This may also be necessary to defend CNC and its managers, officers, directors, employees, dietitians, attorneys, agents, contractors or partners in connection with any legal action, claim, or dispute.

There are times when we have a need to share personal information with vendors who are performing services for CNC. These services might include maintenance of servers for our email communications or practice software and related databases. These vendors only use personal information at CNC's direction and in accordance with our Privacy Policy. In most cases 3rd party vendors also have their own Privacy Policy of which CNC is bound. Users of CNC services should understand this and review the Privacy Policies of our 3rd party vendors. By using CNC products and services you agree to the use of a 3rd party vendors for web and mail hosting services (A2), secure HIPAA compliant back-office small nutrition practice software and services (Practice Better), and any other 3rd party products or services that CNC, from time to time, may have reason to incorporate into its business, website, back-office operations and other areas of the collective CNC business.

How We Keep Your Information Secure

We seek to safeguard the security of your personal information and have implemented reasonable security measures consistent with accepted practices in the healthcare industry to protect the confidentiality of your personal information and limit access to it. Through our 3rd party back-office small practice software company Practice Better, we have put in place a variety of information security measures to protect your personal information. These include encryption technology to protect your personal information during data transport and in the Practice Better database.

There is always some risk that an unauthorized third party may find a way around our security systems or those of A2 or Practice Better or that transmissions of your personal information over the internet will be intercepted. We cannot guarantee the absolute security of your personal information, nor can we guarantee that information that you provide will not be intercepted while being transmitted to us over the internet. We urge all of our clients, patients, caregivers, clinicians, and others to take every precaution to protect their personal information when on the internet and/or using our services.

CNC limits access to personal information about you to CNC dietitians or other CNC staff we believe reasonably need to come into contact with such information to provide products or services to you in order to do their job effectively. We have physical, electronic and procedural safeguards to protect personal information about you. It is important for you to protect against unauthorized access to your user name and password and to your computer or other devices. It is your responsibility to sign off when finished using the CNC website or your personal account on a shared computer or device.

Third Party Vendors & Hosting Partners

CNC uses third party vendors and hosting partners to provide the necessary hardware, software, networking, storage and related technology required to operate our services. The CNC database is HIPAA compliant and managed by our partner Practice Better who designed a back-office nutrition practice software service system which is housed on secure servers specifically designed for the management of personally identifiable information and protected health information.

The information stored on servers we use may be transferred to, and stored at, a destination other than the U.S. as Practice Better is headquartered in Canada where they have computer servers and other information technology that may be used to house your personal data. Your personal information may also be processed by any service providers appointed by Practice Better or CNC who may operate outside of the United States too. By permitting us to collect your information, you agree to this use, transfer, storing or processing in general, and the fact that it may be outside your home country, for the purposes of backing up CNC data and for other internal operations.

Internet & Website Privacy Policy

CNC uses “cookies” on its website to improve the site visit experience. Most modern websites use “cookies” which are small files sent to your web browser and stored on your computer's hard drive to speed up your access to information and upload speeds on the CNC website. These “cookies” do not contain any personal information. The majority of web browsers accept “cookies” but these can be limited or eliminated via your browser which often have options for preventing, accepting, or receiving cookies. Be aware that if you block “cookies”, some website functionality may be lost.

CNC collects standard web server traffic pattern information to better inform us as we evolve our services and website design. General traffic, site usage, and length of stay information is collected and stored in secure log files. This type of information is never shared outside of CNC.

Third Party Websites

The CNC Privacy Policy applies only to CNC products, services, website content and all other aspects of CNC business operations. The CNC website and third-party websites CNC uses to provide its services contain links to other sites, including sites that may have a specific relationship with us. Please be aware that third-party websites may collect personal information about you. When you click on one of these third-party links you are entering another website for which we have no responsibility. The CNC Privacy Policy does not cover the information practices or policies of any third-party websites. We encourage you to read the privacy policies of all websites since their privacy policies may be materially different than the CNC Privacy Policy.

Disclosure Statements

Financial/Affiliate/Product Review Disclosure

Any partnerships or collaborations with other organizations will be clearly stated. If CNC is provided financial compensation or given something for free, that information will also be clearly stated. For example, Rouxbe Culinary offers an affiliate program where affiliate members share in the sales of culinary education services. CNC plans to participate in this program and perhaps others and may collect an “affiliate” referral fee in the process. In the case of the Rouxbe fee, it does not result in a greater cost to those CNC users who may opt to use this service. Other relationships, that may be added over time, will be disclosed in the CNC Privacy Policy.

“RDN” and “CSO” Disclosure

The RDN abbreviation stands for Registered Dietitian Nutritionist and CSO stands for “Board Certified Specialist in Oncology Nutrition.” In order to become CSO certified, a dietitian must first satisfy all of the basic requirements of dietetics, obtain the required direct clinical experience, become legally registered as a dietitian (RDN) then work for a minimum of 2 years in oncology dietetics and have at least 2,000 documented hours of experience working with cancer patients directly. Please note that only 1% (one percent) of all RDN’s hold the CSO board designation nationwide!

Program or Email Discontinuance

To opt out of any CNC program or CNC email list please send us written notification that you no longer wish to receive information and communications from us or otherwise share your personal information or request that you wish to end a program that you have not started have begun already. You may not be eligible for a refund if you elect to opt out of a program that has already started.

With respect to the collection and use of general information, you have the ability to disable or manage the use of cookies on your computer using controls in your browser. You may not be able to opt out of the uses of general information collected as set forth in this policy. Please contact us directly if you are concerned about any personal information you’ve provided or will provide. Please note that certain features on the CNC website may not be available when cookies are disabled or may result in inferior performance. To learn more about how to manage cookies, visit <http://www.allaboutcookies.org>.

Advertising Activities

CNC may use third-party advertisers, ad networks and ad servers to promote our services. These third parties may use cookies stand-alone or in conjunction with web beacons or other tracking technologies to collect information about CNC clients. This may include information about your behavior which serves them in their advertising services. No information you share when engaged in a CNC service, or involved when taking a free CNC screening or review, will be shared with any third-party advertisers. Please be aware that CNC does not control third-party technologies or how they may be used in the furtherance of their operations. If you have any questions about an advertisement or advertising activities, you should contact the responsible advertiser directly.

Credit Card Information

CNC uses Square to process credit card transactions which is our standard method of collecting fees. You may elect to pay for services using Square. If you use Square to make a payment, we will receive and store your credit card information. If you provide your credit card information, we will store this information for the duration of the service or transaction until your credit card is charged and the requested product or service has been purchased. After the transaction is complete, we will delete your credit card information from our database. Please note that for some programs or services, your credit card information may continue to be stored in the secure Practice Better database. If you want your credit card information removed from our database, please contact us.

Policy Updates

We reserve the right to modify the terms of the CNC Privacy Policy at any time, at our sole discretion, without notice. When the Privacy Policy is changed, modified, and/or amended, the revised Privacy Policy will be posted on our website. Modifications will be effective immediately. You should visit the CNC website periodically to review the CNC Privacy Policy. You accept any such modifications to this Privacy Policy by the continued use of our products and services.

Contact Us

If you would like to contact us regarding any questions, concerns, compliance matters, or comments about our Privacy Policy, or other corporate policies, please feel free to reach out to us through the “Contact Us” link on our website. You can also email us at admin@cancernutritioncare.com or send a letter to 16 Pine Street, Suite 220, Dover, MA 02030.

Please email or mail us if you would like to update your personal information, delete your account, or change any preferences. Please note that some information may remain in our records after deletion of your account, including any information or records we are legally obligated to retain.