

TRIKA MEDICAL INC. — PRIVACY POLICY

Effective Date: August 13 2026

Last Updated: August 13 2026

1. Introduction

Trika Medical Inc. (“Trika,” “we,” “us,” or “our”) is committed to protecting the privacy and security of your personal and health information.

This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you:

- Visit our website
 - Communicate with us electronically
 - Interact with our scheduling systems, including AI-assisted tools
 - Receive communications from us
-

1.1 Relationship to HIPAA Notice of Privacy Practices

This Privacy Policy governs digital interactions and communications.

For full details regarding your Protected Health Information (PHI), including your rights under the Health Insurance Portability and Accountability Act (HIPAA), please refer to our official **Notice of Privacy Practices (NPP)** available at our office.

2. Information We Collect

We may collect:

2.1 Personal Information

- Name
- Phone number
- Email address
- Mailing address

2.2 Health Information (PHI)

- Medical history
- Diagnoses
- Treatment information
- Insurance details

2.3 Technical Information

- IP address
 - Browser type
 - Device data
 - Website usage data
-

3. How We Use Your Information

We use your information for:

- Appointment scheduling and coordination
 - Treatment and care management
 - Communication regarding your care
 - Billing and insurance processing
 - Improving our services and operations
 - Compliance with legal obligations
-

4. Communications (SMS, Phone, Email, AI Systems)

4.1 Consent to Communications

By providing your contact information and signing our consent forms, you authorize Trika Medical Inc. and its **authorized technology vendors and service providers (including VagusX, Inc.)** to contact you for:

- Referral coordination
- Appointment scheduling and reminders
- Care coordination and follow-ups
- Pre-visit instructions
- Billing and account updates

These communications are **non-marketing** and related to treatment and healthcare operations.

4.2 Communication Channels

We may contact you via:

- Phone calls (live or automated)
- AI-assisted voice calls (e.g., Iris)
- SMS/text messages
- Email
- Fax
- Postal mail

4.3 Message Disclosures

- Message frequency varies
- Message and data rates may apply
- Messages may not be encrypted
- You may opt out at any time

4.4 Opt-Out Rights

You may:

- Reply **STOP** to opt out of SMS
- Reply **HELP** for assistance
- Contact our office to update preferences

4.5 No Marketing Use of Consent Data

We **do not sell, rent, or share SMS consent or phone numbers** with third parties or affiliates for marketing or promotional purposes.

4.6 Call Recording & AI Monitoring (California Compliance)

Phone calls, including those handled by AI systems (such as VagusX/Iris), **may be recorded, transcribed, or monitored** for:

- Quality assurance
- Training
- Clinical documentation

By continuing a call, you consent to such recording under **California Penal Code § 632**.

5. Disclosure of Information

We may share your information with:

5.1 Healthcare Providers

- Physicians and specialists involved in your care

5.2 Business Associates

Including:

- **VagusX, Inc. (AI scheduling and communications platform)**
- IT service providers
- Billing vendors

All such parties operate under **HIPAA-compliant agreements (BAAs)**.

5.3 Legal Requirements

We may disclose information when required by law.

6. Data Security

We implement administrative, technical, and physical safeguards to protect your information.

However, no system is completely secure.

7. Your Rights

You have the right to:

- Access your records
- Request corrections
- Request restrictions
- Receive disclosures
- File complaints

Refer to our **HIPAA Notice of Privacy Practices** for full details.

8. Data Retention

We retain information as required by law and medical record regulations.

9. Third-Party Websites

We are not responsible for external websites linked from our site.

10. Changes to This Policy

We may update this policy at any time.

11. Contact Information

Trika Medical Inc.
18095 Hwy 18, Ste B
Apple Valley, CA 92307

Ph: 760-242-2333

Email: trikamedical@gmail.com