



# Privacy Policy – Minn Skin LLC

Effective Date: 01/13/2026

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## 1. Introduction

At Minn Skin LLC (“we,” “our,” or “us”), we are committed to protecting your privacy and ensuring that your personal and health information is handled responsibly. This Privacy Policy outlines how we collect, use, and safeguard your information when you use our telehealth platform, including asynchronous telehealth services, third-party Electronic Health Record (EHR) software provided by PracticeQ, third-party labs, and Fullscript supplement fulfillment.

Asynchronous telehealth involves the collection and electronic transmission of patient health information for later review (not in real-time) by a licensed provider, most often through intake questionnaires and secure portal messages. By using our services, you agree to the collection, use, and sharing of your information as described in this policy.

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## 2. Information We Collect

We collect and process several types of personal and health-related information to provide our telehealth services, including:

- **Personal Information:** Name, date of birth, contact details, and other identifiers provided when you create an account.
- **Health Information:** Medical history, symptoms, diagnoses, lab results, prescriptions, treatments, and other health-related data.
- **Medication History:** Information accessed, downloaded, or shared from pharmacies, pharmacy benefit managers, or health information exchanges for prescribing, medication reconciliation, and patient safety.
- **Laboratory and Supplement Data:** Information related to lab tests and results, as well as supplement recommendations and orders processed through third-party providers such as Fullscript.
- **Payment Information:** Payment details for cash-based services (we do not bill insurance). Note that in some cases Fullscript may bill you directly for supplements.
- **Electronic Communications:** Secure messages, chat logs, and responses through our telehealth platform.
- **Usage Information:** Data about how you interact with the service, such as IP addresses, browser types, and usage patterns.
- **Cookies and Tracking Data:** Cookies and similar technologies may be used to personalize your experience and analyze platform usage.

### 3. How We Use Your Information

We use the information collected for the following purposes:

- **To Provide Telehealth Services:** Health information is reviewed by licensed providers to assess, diagnose, and treat your condition.
- **To Communicate with You:** We use secure messaging platforms to send treatment plans, updates, instructions, lab results, and follow-up recommendations.
- **Laboratory and Supplement Coordination:** We may send lab orders, results, and supplement recommendations to third-party providers for testing, analysis, or fulfillment. We will communicate abnormal lab results to you via our secure portal and may recommend additional treatment or supplements based on results.
- **Medication Safety:** Accessing your medication history allows us to safely prescribe and monitor your medications.
- **For Payment Processing:** Process payments for services rendered and manage billing information.
- **To Improve Our Services:** Understand usage patterns to enhance platform functionality, performance, and patient experience.

### 4. Sharing of Information

We do not share your personal and health information with third parties except as described below:

- **Third-Party EHR Software (PracticeQ):** Your personal and health information is stored and managed using PracticeQ as necessary to provide telehealth services.
- **Third-Party Labs and Supplement Providers (Fullscript):** We may share your health information for lab testing, analysis, and supplement fulfillment. Minn Skin may coordinate payment for labs, but in some cases Fullscript may bill you directly. We will communicate lab results to you through the patient portal and recommend follow-up as needed.
- **Medication History Systems:** Medication history data may be shared with third-party e-prescribing and management platforms to support prescribing, reconciliation, and clinical decision-making.
- **Service Providers:** Third-party service providers may assist with platform operations, payment processing, and technical support. They are bound by confidentiality agreements.
- **Legal and Compliance Purposes:** We may disclose information to comply with law, subpoenas, court orders, or for law enforcement investigations.

**Disclaimer:** Minn Skin LLC cannot be held liable for interpretation errors in lab results, abnormal findings, or decisions made based on laboratory or medication history data. It is the patient's responsibility to review results and seek medical care if results are abnormal or urgent.

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## 5. How We Protect Your Information

We take privacy and security seriously. Measures include:

- **HIPAA-Compliant Security Protocols:** All data is encrypted in transit and at rest.
- **Secure EHR System:** Your PHI is stored in PracticeQ, which meets federal and state HIPAA security standards.
- **Access Controls:** Only authorized personnel have access to your information.

Despite these safeguards, no system is completely secure, and there is a minimal risk of unauthorized access.

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## 6. Your Rights and Choices

You have the following rights regarding your personal and health information:

- **Access to Information:** Request a copy of your personal and health information, including lab and medication history records.
- **Correction:** Request corrections to any inaccuracies in your records.
- **Deletion:** Request account deletion and data removal, subject to legal obligations.
- **Opt-Out:** You may opt out of marketing communications by following the unsubscribe instructions.
- **Third-Party Access:** You may request information about which third-party labs, Fullscript, or other systems have accessed your data.

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## 7. Retention of Data

We retain your information as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements. Records may be retained for at least 7 years in accordance with Minnesota and Wisconsin law.

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## 8. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with an updated effective date. You should review this policy periodically.

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## 9. Contact Us

If you have questions or requests regarding this Privacy Policy:

- **Email:** [office@minnskin.com](mailto:office@minnskin.com)
- **Mailing Address:** 5615 150th St. N., PO Box 363, Hugo, MN 55038

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## 10. Acknowledgment

By using our asynchronous telehealth services, labs, or supplement services, you acknowledge that you have read, understood, and agreed to this Privacy Policy.