

HIPAA Compliance Statement

Issued by GLPFlo Privacy & Security Office · August 2026

GLPFlo — operated by **GLPFlo LLC** — is a HIPAA-compliant telehealth platform. We safeguard your protected health information (PHI) in accordance with the HIPAA **Privacy Rule**, **Security Rule**, and **Breach Notification Rule**, and maintain Business Associate Agreements with every service provider that may handle PHI on our behalf.

Our safeguards

Encryption everywhere. All PHI is encrypted in transit and at rest using industry-standard algorithms. Backups are encrypted.

Strict access controls. Role-based access, multi-factor authentication, and idle-timeout protections limit PHI access to authorized staff on a need-to-know basis.

Audited and monitored. Every PHI access event is recorded in an append-only audit log. We review activity regularly and operate a documented incident-response process.

Vendor BAAs in place. Each third-party service that may touch PHI (hosting, payments, email, pharmacy) is governed by a signed Business Associate Agreement.

Your rights as a patient

As a GLPFlo patient you have the right to access and obtain a copy of your medical records, request corrections to inaccurate information, receive an accounting of disclosures of your PHI, request restrictions on how we use or share your PHI, and file a complaint with GLPFlo or with the U.S. Department of Health and Human Services Office for Civil Rights without fear of retaliation.

Contact

Privacy questions / PHI requests: privacy@glpflo.org

Suspected security issue: security@glpflo.org

HIPAA / compliance officer: compliance@glpflo.org

HHS Office for Civil Rights: hhs.gov/ocr/complaints

Vendor due-diligence reviewers — pharmacy partners, payment processors, and integrating healthcare networks may request our detailed vendor compliance packet (covering control-by-control implementation, BAA registry, and incident-response timeline) by emailing **compliance@glpflo.org** with your organization name and intended use. The packet is provided under NDA.