

This notice describes how information about you, including your health information, may be used and shared, and how you can get access to it. Please review it carefully.

Informed Care Navigation (ICN) is a nonprofit based in Houston, Texas. We are a 501(c)(3) public charity providing free, expert cancer navigation to individuals throughout the United States. To do this work, we need to learn about your health. This notice explains what we collect, how we use it, and the choices you have. It applies to everyone who works at ICN, including staff, volunteers, and board members.

Our Commitment

We never sell your information. We never use your health information for advertising. We share your health information only with your permission or as described in this notice.

Information We Collect

Information you give us. This includes your name, contact information, and how you want us to reach you. It also includes health information, such as test results, your diagnosis, medical records, insurance information, and the support you have at home. We also collect your answers to our patient surveys. Sharing information with us is your choice, but we may not be able to help you without it.

Information from others. We generally receive records from you when you send or upload them, or through access you authorize using your provider's approved patient-portal process. We can also receive information or records from your doctors if you choose to sign a release form with that provider's office.

Donations. We partner with Give Lively and Stripe to process donations. ICN receives your name, contact information, and gift amount. We never receive or store your full card number.

Our website. Our website is hosted by Wix. Wix may use cookies and collect basic information, such as your browser type and the pages you visit. You can block cookies in your browser settings. If you sign up for our newsletter, we collect your email address.

How We Use Your Information

- To provide navigation, such as explaining your reports, sending your records to doctors within your clinical team or for second opinions, and helping with appointments.
- To contact you in the way you choose.
- To measure how well our program works. Our surveys show whether patients feel more informed and supported over time. When we share results with funders or the public, we combine everyone's answers so no one can be identified.
- To improve our services and meet our legal duties.
- To invite your support. When your time with ICN ends, we may send you one optional invitation to join our newsletter or donate. We use only your name and contact information. You can opt out at any time, and we will not ask again.

Artificial Intelligence. We never put your health information into AI tools. We may use AI to help with office tasks and to find research about cancers and treatments. We never share anything an AI tool produces with you as is. Your navigator first checks it for accuracy against trusted sources and puts it in plain language, just as we do with your medical records.

When We Share Your Information

With your explicit permission. Before sharing your information with a provider or community organization, we will explain what information we propose to share and ask for your permission. We document permission given verbally and obtain a separate authorization for an electronic disclosure when required by law. You can cancel this permission at any time by telling us. Canceling does not undo sharing that has already occurred based on your prior agreement.

With the people you choose. You decide which family members, friends, or caregivers we may talk with about your care. You can change this at any time.

When the law requires it. This includes a court order or required reporting of suspected abuse or neglect.

To prevent a serious and immediate threat to someone's health or safety.

With companies that help us operate. We utilize Microsoft to provide secure information storage and email. Any company that stores health information for us must agree to protect it.

Notice About Electronic Sharing

Your health information may be shared electronically, such as by secure email or secure file sharing with your care team. Under Texas law, we do not share your health information electronically without your permission, except as the law allows.

How We Protect Your Information

We follow Texas medical privacy law. We store your information in a secure Microsoft 365 system that uses encryption and requires a second step to sign in. Only people who need your information to help you can see it, and everyone with access completes privacy training. We use secure email by default. We use regular text or email only if you agree to it.

Your Rights and Choices

- Ask for a copy of the records we hold about you. We respond within 15 business days.
- Ask us to correct information that is wrong.
- Choose how we contact you.
- Cancel a permission you gave us to share your information.
- Unsubscribe from our emails or opt out of donation requests.

To make a request, contact us using the information below.

How Long We Keep Information

We keep your records for seven years after your time with ICN ends. Combined survey results that do not identify anyone may be kept longer.

If Something Goes Wrong

If a security incident affects your information, we will investigate and provide notice when required by applicable law, within the applicable deadline.

Changes to This Notice

We may update this notice. The date at the bottom of this page shows when it was last changed. If we make a major change, we will tell our current patients directly.

Contact Us

Questions or concerns about your privacy can go to:

Informed Care Navigation
admin@getinformedcare.org

You may also contact the Office of the Texas Attorney General if you believe your health privacy rights have been violated.