



# Website Privacy Policy & Terms of Use

## Standard Operating Procedure

Sterile Compounding Pharmacy | Website **Compliance** | **Controlled Policy**

|                      |                                                        |
|----------------------|--------------------------------------------------------|
| Department Ownership | Quality Assurance & Compliance                         |
| Applies to           | APS RX Website, Online Services & Pharmacy Operations  |
| Policy Number        | POL-WEB-001                                            |
| Effective Date       | June 01, 2026   v1                                     |
| Approved By          | Executives & Pharmacist-in-Charge (PIC)                |
| Facility             | 3354 Spring Stuebner Rd., Building D, Spring, TX 77389 |

### 1. Website Compliance Requirements

Below are the website requirements requested by LegitScript as part of the certification process for APS RX. Please ensure the website is developed in accordance with current pharmacy industry standards, HIPAA privacy requirements, and LegitScript compliance expectations. The website must include the following:

- A dedicated Privacy Policy page.
- A separate Jurisdictions Served page identifying the states in which APS RX is licensed and authorized to provide pharmacy services -
- A Privacy Policy link located in the website footer alongside the About Us page and any other standard footer links (Terms of Use, Contact Us, etc.).
- The Privacy Policy should be accessible from every page of the website.
- Once both pages are complete, please provide me with the direct URLs so they can be submitted to LegitScript for review.

### 2. Privacy Policy & Terms of Use

APS RX

Website: (apsrxsolutions.com)

APS RX ("APS RX," "we," "our," or "us") is committed to protecting the privacy, confidentiality, and security of our patients, healthcare providers, customers, and website visitors.

This Privacy Policy and Terms of Use explains how APS RX collects, uses, protects, maintains, and discloses information obtained through our website, related online services, and pharmacy operations.

APS RX operates as a licensed pharmacy and provides pharmacy services in accordance with applicable federal and state pharmacy laws, regulations, licensing requirements, professional standards, and healthcare privacy requirements, including the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended.

By accessing or using our website, submitting information through the Site, or utilizing APS RX pharmacy services, you acknowledge that you have reviewed and agree to the terms outlined in this Privacy Policy and Terms of Use.

## 1. HIPAA Compliance

APS RX complies with applicable HIPAA requirements and maintains safeguards designed to protect Protected Health Information ("PHI").

PHI is collected, maintained, used, and disclosed only as permitted or required under applicable federal and state laws.

APS RX uses PHI only for legitimate pharmacy-related purposes, including:

- Processing and dispensing prescriptions;
- Providing pharmacy services;
- Communicating with patients and authorized healthcare providers;
- Processing payments and insurance-related transactions;
- Conducting pharmacy operations;

Meeting licensing, regulatory, and compliance obligations.

Patients may request a copy of APS RX's Notice of Privacy Practices as permitted by applicable law.

## 2. Information We Collect

APS RX may collect information necessary to provide pharmacy services, process prescriptions, communicate with patients and healthcare providers, maintain business operations, and comply with legal obligations.

Information collected may include:

- Name
- Mailing address
- Shipping address
- Telephone number
- Email address
- Date of birth
- Prescription information
- Medication information
- Prescriber information
- Healthcare provider information
- Insurance information, when applicable
- Payment information
- Shipping and delivery information
- Communications submitted to APS RX
- Account information
- Browser and device information
- IP address
- Website usage information
- Cookies and similar technologies

Prescription information is accepted only in connection with valid prescriptions issued by appropriately licensed healthcare providers.

## 3. How We Use Information

APS RX may use collected information to:

- Verify patient identity;
- Verify prescription validity;
- Process and dispense prescriptions;

- Coordinate medication fulfillment and delivery;
- Communicate regarding prescriptions, orders, and pharmacy services;
- Respond to patient inquiries;
- Maintain pharmacy records;
- Improve website functionality and services;
- Protect against fraud, misuse, and unauthorized activity;
- Maintain licensing, accreditation, and regulatory compliance; and

Comply with applicable federal and state laws.

APS RX may also use de-identified or aggregated information for quality improvement, operational analysis, and internal business purposes.

#### **4. Information Sharing**

APS RX does not sell, rent, or trade personal information or Protected Health Information.

Information may be disclosed only when necessary to provide pharmacy services or when permitted or required by law, including with:

- Authorized APS RX personnel;
- Licensed pharmacists and pharmacy staff;
- Authorized healthcare providers;
- Insurance companies and Pharmacy Benefit Managers (PBMs), when applicable;
- Payment processors;
- Shipping and delivery providers;
- Technology vendors supporting secure pharmacy operations;
- Regulatory agencies;
- Licensing authorities;
- Accrediting organizations;
- Government agencies;
- Auditors; and

Law enforcement when legally required.

APS RX requires applicable third-party service providers to maintain appropriate safeguards to protect confidential information.

#### **5. Third-Party Sites and Services**

The APS RX website may contain links to third-party websites or services for informational purposes.

APS RX is not responsible for the privacy practices, security, content, or availability of third-party websites.

Users are encouraged to review the privacy policies of any third-party websites before providing personal information.

#### **6. Prescription Services**

APS RX dispenses prescription medications only upon receipt of a valid prescription issued by an appropriately licensed healthcare provider acting within the scope of their professional practice.

APS RX does not:

- Prescribe medications;
- Provide medical diagnoses;
- Replace the advice of a licensed healthcare professional; or

Dispense prescription medications based solely on website submissions, online questionnaires, or requests without appropriate prescription authorization.

All prescription-related activities are conducted in accordance with applicable pharmacy laws, regulations, and professional standards.

## 7. Cookies and Website Technologies

APS RX may use cookies and similar technologies to:

- Improve website functionality;
- Enhance security;
- Analyze website performance;
- Understand website usage; and

Improve user experience.

Users may adjust browser settings to manage cookies; however, certain website features may not function properly.

## 8. Security Measures

APS RX maintains administrative, technical, and physical safeguards designed to protect personal information and Protected Health Information.

Security measures may include:

- Secure servers;
- Encryption where appropriate;
- Firewall protection;
- Access controls;
- Secure data storage;
- Workforce privacy and security training;
- Security monitoring;
- Risk assessments; and

Incident response procedures.

While APS RX takes reasonable steps to protect information, no electronic system can guarantee absolute security.

## 9. Electronic Communications

Communications sent electronically, including email or online submissions, may not always be completely secure.

For sensitive or confidential matters, APS RX recommends contacting the pharmacy directly using the contact information provided on this website.

By communicating electronically with APS RX, you acknowledge and accept the inherent limitations of electronic communications.

\*\*\* "We do not share mobile contact information with third parties or affiliates for marketing or promotional purposes. Information may be shared with subcontractors in support services, such as customer service.

All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties."

## 10. Disclaimer of Medical Advice

All content and materials provided through the APS RX website are for informational and operational purposes only.

Nothing contained on this website constitutes medical advice, establishes a patient-provider relationship, or replaces consultation with a licensed healthcare provider.

All treatment decisions should be made in consultation with an appropriately licensed healthcare professional.

## 11. Limitation of Liability

APS RX makes reasonable efforts to maintain accurate information on its website; however, information is provided on an "as available" basis.

APS RX is not responsible for damages, losses, or interruptions resulting from:

- Website use;
- Technical errors;
- Website downtime;

- Third-party integrations;
- Unauthorized access beyond APS RX's reasonable control; or
- External website content.
- Use of the APS RX website and services is at the user's own risk.

## 12. Your Privacy Rights

Subject to applicable law, individuals may have rights to:

- Request access to certain personal information;
  - Request correction of inaccurate information;
  - Request information regarding APS RX privacy practices; and
- Request deletion of information where permitted by law.

Certain pharmacy records and healthcare information must be retained according to applicable federal and state laws.

## 13. Minors

APS RX is committed to protecting the privacy of children and minors.

APS RX does not knowingly collect personal information directly from children through its website without appropriate authorization.

Pharmacy services involving minors are provided through a parent, legal guardian, or other authorized representative as permitted by applicable federal and state laws.

If APS RX becomes aware that personal information has been submitted through the website by a minor without appropriate authorization, reasonable steps will be taken to address the information in accordance with applicable privacy requirements.

## 14. Governing Law

This Privacy Policy and Terms of Use shall be governed by and interpreted under the laws of the State of Texas, without regard to conflict of law principles.

## 15. Policy Updates

APS RX may update this Privacy Policy and Terms of Use periodically to reflect changes in laws, regulations, technology, pharmacy practices, or business operations.

Updates will be posted on this page with a revised effective date.

Continued use of the APS RX website after updates are posted constitutes acceptance of the revised policy.

## 16. Contact Us

Questions regarding this Privacy Policy, pharmacy services, or APS RX privacy practices may be submitted using the contact information below.

APEX PHARMACY SOLUTIONS, LLC

Website: ([www.https://apsrxsolutions.com](https://apsrxsolutions.com))

Email: ([support@apsrxsolutions.com](mailto:support@apsrxsolutions.com))

Phone: (1-888-525-8853)

Address: (3354 Spring Stuebner Rd, Building D, Spring Texas 77389)

## References

- LegitScript-certified pharmacy website

## Document Control

| Version | Effective Date  | Approved By      | Revision                                                                                                |
|---------|-----------------|------------------|---------------------------------------------------------------------------------------------------------|
| 2.0     | August 01, 2026 | Executives & PIC | Separated from combined Policies and Procedures document; website/privacy/terms source content retained |