

ErrandWorks HIPAA Privacy Statement

Effective Date: November 18, 2025

Company: ErrandWorks

Website: <https://errandworks.me>

Notice of Privacy Practices for Health Information

Our Commitment to Your Privacy

ErrandWorks respects your privacy and is committed to protecting any health-related information you may choose to share with us. This Privacy Statement explains how we may collect, use, and protect health information in connection with our service marketplace platform.

Important Disclaimer

ErrandWorks is not a covered entity under the Health Insurance Portability and Accountability Act (HIPAA). We are a service marketplace that connects customers with local service providers. However, we voluntarily adopt privacy protections similar to HIPAA standards for any health-related information we may collect.

Website Pop-Up Consent (for health-related information)

When you first request or manage services that may involve health-related information, our website/app displays a consent pop-up. The text below is the exact language we use so you can review it any time:

"By selecting Accept, you consent to ErrandWorks collecting, using, and sharing the limited health-related information you choose to provide for the purposes of: (1) matching you with appropriate services and vetted providers; (2) enabling providers to safely and effectively complete your requested tasks; and (3) communicating with you about your request. You may skip any optional health questions and still use our services, though personalization may be limited. You may withdraw your consent at any time in your account settings or by contacting privacy@errandworks.me. We disclose only the minimum necessary information to assigned providers and ErrandWorks personnel who need it to perform their duties. This consent does not authorize ErrandWorks to access medical records from your healthcare providers and is not a condition of purchasing goods or services from ErrandWorks. For details, review our HIPAA Privacy Statement."

Buttons: Accept • Skip Optional Questions • Manage Preferences

Why We May Ask Health-Related Questions

To better match you with appropriate services and service providers, we may ask limited, relevant health-related questions such as:

- Mobility, accessibility, or cognitive support needs (e.g., use of wheelchair/walker, need for caregiver support, preferred communication needs)

- Dietary restrictions or allergies for grocery shopping, meal pickup, or event planning
- Senior assistance needs, including wellness check-ins, home safety considerations, fall-risk precautions, appointment accompaniment, or preferred emergency contact
- Prescription pickup and delivery details (e.g., pharmacy name/location, pickup time, special handling or ID verification instructions). We do not require medication names, diagnoses, or treatment history to complete pickup/delivery.
- Physical limitations that may affect service delivery (e.g., lifting limits, stair access)
- Home environment or accessibility considerations that impact service performance (e.g., presence of pets, gate codes, building access)

We do not ask for or require your diagnoses, medical records, or detailed treatment history to provide our services.

Your Right to Decline (Customers, Applicants, and Service Providers)

You always have the right to decline answering any optional health-related questions. Simply respond with "pass" to any question you are uncomfortable answering or select "Skip Optional Questions" in the consent pop-up or forms. Declining to answer will not prevent you from using our platform or accessing services. Some tasks (for example, prescription pickup) may require a minimum amount of information to be completed safely and lawfully; if so, we will clearly explain why and what is needed.

This right applies to:

- Customers using the platform for services
- Applicants and Service Providers during application, onboarding, or assignment. We do not require diagnoses or medical records from applicants or providers, and optional health questions can be skipped without penalty.

How We Use Health Information

Any health-related information you provide may be used to:

- Match you with appropriate service providers
- Ensure service providers can safely and effectively complete requested tasks
- Communicate with you about relevant services and updates to your requests
- Improve our service offerings, training, and safety protocols (using de-identified or aggregated data where feasible)

Minimum Necessary Principle

We apply the minimum necessary principle to any health-related information we collect, use, or disclose:

- We limit questions to what is reasonably necessary to coordinate and deliver your requested services.
- We disclose only the minimum information necessary to assigned service providers and ErrandWorks personnel who need it to perform their duties.
- Where feasible, we de-identify or aggregate information for analytics and service improvement.
- We retain health-related information only as long as necessary for the purposes described in this Statement or to meet legal obligations.

How We Protect Your Information

We implement administrative, technical, and physical safeguards appropriate to the sensitivity of health-related information, including:

- Encryption in transit and at rest for systems that store health-related data
- Role-based access controls and the minimum necessary access for personnel
- Multi-factor authentication for administrative access
- Secure data storage and transmission using industry-standard protocols
- Vendor due diligence and confidentiality obligations for contractors handling health-related information
- Regular security assessments, vulnerability management, and logging/monitoring
- Employee and contractor training on privacy and security practices
- An incident response process designed to investigate, mitigate, and notify as required by applicable law

Information Sharing

We do not sell your health information. We may share limited health-related information, applying the minimum necessary principle, with:

- Service providers assigned to your tasks (only information necessary to complete services safely)
- Our employees and contractors who need the information to provide or support services
- Third parties as required by law, legal process, or to protect safety, or with your written consent

We do not authorize service providers to use your health-related information for their own marketing or unrelated purposes.

Categories of Health-Related Services Covered

This Privacy Statement applies to health-adjacent services offered through ErrandWorks, including but not limited to:

- Prescription pickup and delivery
- Senior assistance and wellness check-ins
- Appointment accompaniment and transportation coordination

- Grocery shopping, meal pickup, and dietary accommodation
- Home safety and accessibility support related to service delivery
- Other non-medical, health-related accommodations needed to perform requested tasks

ErrandWorks and its providers do not deliver clinical care and do not replace licensed healthcare professionals.

Your Rights

You have the right to:

- Request access to any health-related information we have collected about you
- Request corrections to inaccurate health-related information
- Request restrictions on how we use or disclose your health-related information
- Withdraw or modify your consent at any time (this will not affect prior uses/disclosures already made based on your consent)
- Request deletion of your health-related information, subject to legal obligations
- File a complaint about our privacy practices

Data Retention

Health-related information is retained only as long as necessary to provide services and comply with legal obligations. You may request deletion of your health information at any time.

Contact Information

For questions about this Privacy Statement or to exercise your rights regarding health information:

ErrandWorks Privacy Officer

Email: privacy@errandworks.me

Phone: [To be added]

Address: [To be added]

Changes to This Statement

We reserve the right to modify this Privacy Statement. Any changes will be posted on our website with an updated effective date.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with:

- ErrandWorks Privacy Officer (contact information above)
- U.S. Department of Health and Human Services Office for Civil Rights

No retaliation will be taken against individuals who file complaints.

This document serves as our commitment to protecting your privacy. By using ErrandWorks services, you acknowledge that you have read and understand this Privacy Statement.