



Privacy Policy

Effective Date: April 2025

At Medicare 411, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information when you interact with us, whether online, over the phone, or in person. By using our services, you agree to the terms of this policy.

1. Information We Collect

We may collect personal information, including but not limited to:

- Personal Identifiers: Name, address, email, phone number, date of birth, and Social Security number.
- Medical Information: Health conditions, treatments, and prescriptions related to Medicare plan selection.
- Financial Information: Bank account details or credit card information for billing purposes.
- Medicare and Insurance Data: Medicare ID number, insurance policy information, and preferences regarding Medicare plans.

We collect your phone number and consent status to provide you with SMS services. This information is used solely for the purpose of delivering text messages related to the campaign you have opted into.

2. How We Use Your Information

We use the information we collect for purposes such as:

- Assessing your eligibility for Medicare plans.
- Recommending Medicare and other insurance plans tailored to your needs.
- Communicating with you regarding your policy, coverage, and any claims.
- Processing payments and handling claims or other transactions.
- Complying with applicable legal requirements and Medicare regulations.
- Providing SMS services related to the campaign you have opted into.

3. Sharing of Your Information

We may share your personal information in the following circumstances:

- With Medicare Providers: To assist in the selection of appropriate Medicare plans.
- Third-Party Service Providers: For services such as billing, claim processing, or customer service support.
- As Required by Law: If necessary to comply with legal obligations or governmental requests.
- With Your Consent: For any other purposes you have expressly authorized.



We will not share your opt-in to an SMS campaign with any third party for purposes unrelated to providing you with the services of that campaign. We may share your Personal Data, including your SMS opt-in or consent status, with third parties that help us provide our messaging services, including but not limited to platform providers, phone companies, and any other vendors who assist us in the delivery of text messages.

4. Data Protection and Security

We implement industry-standard security measures to protect your personal information, including:

- Encryption of sensitive data during transmission.
- Access controls to limit who can view or process your data.
- Regular monitoring of our systems for vulnerabilities or potential breaches.

We are committed to protecting your personal information and have implemented appropriate technical and organizational measures to ensure its security.

5. Your Rights

You have the following rights regarding your personal information:

- Access: You may request to know what personal information we have about you.
- Correction: You can ask us to update or correct inaccurate information.
- Deletion: You can request that we delete your personal information, subject to legal and regulatory retention requirements.
- Opt-out: You may opt out of receiving marketing communications from us at any time.
- SMS: You have the right to access, correct, or delete your personal information. You can opt-out of receiving messages at any time by replying STOP.

6. Cookies and Tracking

We use cookies and similar tracking technologies on our website to:

- Enhance your browsing experience.
- Collect information about your usage patterns to improve our services.

You may disable cookies in your browser settings, but some website features may be limited as a result.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of such websites.

8. SMS Privacy

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties



If you wish to be removed from receiving future communications, you can opt out by texting STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, or UNSUBSCRIBE

9. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. The most recent version will always be available on our website, and we encourage you to review it periodically.

10. Contact Us

If you have any questions or concerns regarding your privacy, please contact us at:

Medicare 411

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(815) 329-6937