



Privacy Policy

Effective Date: 10/1/2026

Our Practice is committed to protecting your online privacy.

Triangle Area Network or TAN Healthcare (“we,” “us,” “our,” or “Practice”) respects your privacy and is committed to protecting information you provide when you visit or use our website, www.tanhealthcare.org (the “Website”).

This Privacy Policy explains how we collect, use, disclose, and protect information obtained through our Website. It applies to information collected through the Website and does not replace or modify our **Notice of Privacy Practices**, which describes how we use and disclose protected health information (HIPAA) in connection with providing health care services.

1. No Emergency Communications

The Website and its contact forms are not intended for emergencies. **If you are experiencing a medical emergency, call 911 or go to the nearest emergency department.**

Do not rely on Website messages, email, appointment requests, or other electronic communications for urgent medical needs.

2. Information We Collect

Depending on how you use our Website, we may collect the following types of information:

Information You Provide

You may voluntarily provide information when you:

- Request an appointment or appointment information;
- Complete a contact form;
- Request information about our services;
- Subscribe to communications;
- Contact us by email or through an online form;
- Submit employment or other inquiries; or
- Otherwise communicate with us through the Website.

This information may include your name, telephone number, email address, mailing address, date of birth, insurance information, and other information you choose to provide.



Please do not submit sensitive medical information through a general website contact form or ordinary email unless we specifically instruct you to do so through a secure method.

Information Collected Automatically

When you visit the Website, certain information may be collected automatically, including:

- Internet Protocol (IP) address;
- Browser type and operating system;
- Device type;
- Pages viewed and links clicked;
- Date and time of your visit;
- Referring website or webpage;
- General geographic information; and
- Other technical information used to operate, secure, and improve the Website.

3. How We Use Information

We may use information collected through the Website to:

- Respond to questions and requests;
- Schedule or facilitate appointments;
- Provide information about our practice and services;
- Communicate with you;
- Operate, maintain, and improve the Website;
- Monitor and protect the security of the Website;
- Detect and prevent fraud, misuse, or security incidents;
- Understand how visitors use our Website;
- Comply with applicable legal and regulatory requirements; and
- Perform other purposes disclosed at the time information is collected or otherwise permitted by law.

If information constitutes protected health information (“PHI”), we will handle that information in accordance with applicable federal and Texas privacy laws, including HIPAA and the Texas Medical Records Privacy Act.

4. Protected Health Information and HIPAA

Our practice is committed to protecting the privacy and security of patient health information.

Our **Notice of Privacy Practices** explains how we may use and disclose PHI, your rights concerning your PHI, and our responsibilities under applicable privacy laws.



The Website Privacy Policy is not a substitute for the Notice of Privacy Practices.

5. Appointment Requests and Online Forms

If you submit an appointment request or other information through the Website, we may use the information you provide to contact you and coordinate services.

Submitting an appointment request does not guarantee that an appointment has been scheduled. A member of our staff may contact you to confirm availability and obtain additional information.

Unless specifically identified as a secure patient portal or other secure communication system, Website forms and ordinary email should not be used to transmit highly sensitive medical information.

6. Cookies and Similar Technologies

We may use cookies, web beacons, pixels, analytics tools, or similar technologies to operate and improve the Website.

These technologies may help us:

- Remember preferences;
- Understand Website traffic;
- Measure Website performance;
- Improve functionality;
- Detect security issues; and
- Understand how visitors interact with our Website.

You may be able to control cookies through your browser settings. Disabling certain cookies may affect Website functionality.

If we use third-party analytics, advertising, scheduling, chat, or other tracking technologies, those services may collect information about your interaction with our Website in accordance with their own privacy policies.

7. Third-Party Services

Our Website may use third-party companies or services to provide functions such as:

- Website hosting;
- Appointment scheduling;
- Patient portals;
- Electronic communications;
- Website analytics;
- Online forms;



- Payment processing;
- Security and fraud prevention; and
- Other Website-related services.

Where required by applicable law, we will use appropriate contractual and technical safeguards when third parties handle protected health information on our behalf.

Third-party websites and services may have their own privacy policies. We encourage you to review those policies before providing information through a third-party service.

8. How We Share Information

We may disclose information collected through the Website when reasonably necessary to:

- Provide requested services;
- Work with service providers that support our Website and operations;
- Respond to your requests;
- Protect the security and integrity of the Website;
- Comply with applicable law, regulation, court order, or legal process;
- Prevent fraud or unlawful activity; or
- Protect the rights, safety, or property of the Practice, our patients, visitors, or others.

We do not sell personal information for monetary consideration.

Protected health information is subject to additional restrictions under HIPAA and applicable Texas law. We will not use or disclose PHI except as permitted or required by applicable law or as otherwise authorized by you.

9. Marketing Communications

If you voluntarily provide your contact information for communications, we may contact you regarding requested information, appointments, services, or other communications permitted by applicable law.

Where applicable law requires authorization or permission to use or disclose PHI for marketing purposes, we will obtain the required authorization.

You may request that we stop sending certain non-essential communications by following the instructions provided in the communication or contacting us using the information below.

10. Security



We use reasonable administrative, technical, and physical safeguards designed to protect information maintained by or on behalf of the Practice.

However, no Internet transmission or electronic storage system can be guaranteed to be completely secure. You should exercise caution when submitting information online.

11. Children's Privacy

Our Website is not intended to knowingly collect personal information from children except as permitted by law and in connection with the provision of health care services. The Children's Online Privacy Protection Act (COPPA) governs the information gathered online from or about children under the age of 13.

If you are a parent or legal representative submitting information on behalf of a minor, you should provide only information necessary for the requested service or communication.

12. Links to Other Websites

Our Website may contain links to websites operated by third parties.

We are not responsible for the privacy, security, or content practices of third-party websites. We encourage you to review the privacy policy of any third-party website you visit.

13. Your Texas and Federal Privacy Rights

Depending on the circumstances and the type of information involved, you may have rights under federal and Texas law concerning your personal or health information.

Patients may have rights concerning their PHI, including rights to access certain health information, request corrections, request confidential communications, request certain restrictions, and file privacy complaints.

Additional information about patient privacy rights is available in our Notice of Privacy Practices.

Texas law also provides privacy protections for protected health information under the Texas Medical Records Privacy Act.

14. Required Website Information Regarding Health Records and Complaints

Information regarding how to request healthcare records, how to contact the appropriate licensing or disciplinary authority, and how to file a consumer complaint is available at:



Health Records Requests: Please come to the office to fill out a Records Request Consent for records to be sent to another provider or to get a copy of your records.

Licensing/Regulatory Authority:

Texas Board of Nursing, www.bon.texas.gov ;

Texas Medical Board, www.tmb.texas.gov

Medicare - <https://www.cms.gov/initiatives/your-patient-rights/medical-bill-rights/get-help/submit-complaint>

HHS - <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>

Consumer Complaints:

Triangle Area Network
1495 N. 7th ST.
Beaumont, TX 77702
Phone: 409-832-8338

Beaumont Health Services
3040 College St.
Beaumont, TX 77701

Department of State Health Services
Attention: Investigations Department
1100 W. 49th St.
Austin, TX 78756
1-800-832-9623

Health and Human Services Commission
Civil Right Office
701 W. 51st. Street, MC W206
Austin, TX 78751
1-888-388-6332 or (512) 438-5885

Texas law requires certain covered entities to prominently post detailed instructions for requesting health records, contacting the applicable disciplinary or licensing authority, and filing a consumer complaint.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will update the “Effective Date” or “Last Updated” date at the top of this Privacy Policy. Material changes may also be communicated through the Website or other appropriate means.

16. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact our Privacy Officer:

Triangle Area Network
1495 N. 7th St.
Beaumont, TX 77702
Phone: 409-832-8338

Privacy Officer: Liberty Wood
Phone: 409-832-8338 ext. 203
Email: lwood@tanhealthcare.org