

# Nexus Privacy Policy

aiMD Labs Inc.

Effective date: October 19, 2026

## 1 Scope and operator

aiMD Labs Inc. (“we,” “us,” or “our”) provides Nexus at <https://nexus.aimd-labs.com>. This policy explains how information is handled in connection with Nexus appointment scheduling, forms, administrative requests, and related email and text notifications. The [Nexus Terms of Service](#) describe use of the service and the appointment SMS program.

A participating healthcare provider may determine how information is used for care and how long patient records must be kept. That provider may have its own privacy notice and legal obligations. This policy does not replace a healthcare provider’s Notice of Privacy Practices or determine whether a particular organization or service is subject to HIPAA. Contact your provider about rights and requests concerning its clinical records.

## 2 Information processed through Nexus

Depending on the features you use, Nexus processes:

- Identity and contact information, such as name, date of birth, email address, mobile number, and information about an authorized representative.
- Appointment information, including provider, appointment type, date and time, status, scheduling history, visit reason, optional insurance information, and communication preferences and consent.
- Information you submit in questionnaires, follow-up forms, or administrative requests, which may include health information and medication or refill details.
- Account and operational records, including authentication and security records, form revisions, access-related activity, delivery attempts, recipient details, delivery status, and support communications.

Our hosting and communication services may also process ordinary network and device information, such as an IP address, browser information, request time, or carrier and delivery information, as part of operating and protecting the service. Please submit information that is relevant to the requested workflow and avoid unnecessary sensitive details.

## 3 How information is used

Information is used to arrange and manage requested appointments; make forms and administrative requests available to authorized patients and provider staff; send requested notifications; maintain accounts and consent records; provide support; investigate delivery or security issues; and meet applicable legal and recordkeeping obligations.

Private links allow access to particular appointment or form workflows. Information submitted through those workflows is available to provider personnel authorized for the relevant patient and service. Nexus is not monitored for emergencies and should not be used for urgent requests.

## 4 Mobile numbers, SMS consent, and messaging privacy

The aiMD Labs Inc. Nexus appointment SMS program uses +1 (877) 651-6838 for transactional appointment confirmations, rescheduling notices, and follow-up-form notifications. Message frequency varies with your appointments and requested activity. Message and data rates may apply.

SMS enrollment requires a separate choice to receive these messages. Your mobile number, selected communication method, consent, and relevant appointment or delivery records support the program and its recordkeeping. Agreeing to a privacy policy or terms alone does not constitute SMS opt-in.

**We do not sell or rent Nexus personal information. We do not share mobile numbers or SMS opt-in data and consent with third parties or affiliates for their own marketing or promotional purposes. SMS consent is not transferred to unrelated messaging programs.**

Messaging providers and carriers receive the information needed to deliver and support Nexus messages on our behalf. This limited processing does not authorize another business to use your consent for its own messaging or marketing. Records may also be disclosed when required by applicable law, subject to protections that apply to the information.

Reply **STOP** to the sending number to opt out of SMS. A final confirmation may be sent. Reply **HELP** for available messaging help, or contact [support@aimd-labs.com](mailto:support@aimd-labs.com) for Nexus program support. An SMS opt-out does not cancel an appointment or automatically delete appointment, consent, or delivery records. Contact your provider to choose another communication method.

SMS and ordinary email travel through external networks and may be visible to carriers, email providers, device users, or lock-screen viewers. Appointment timing and private links can reveal sensitive information. Email may contain more detailed appointment information or, for authorized provider recipients, submitted forms. Keep private links confidential and choose contact methods you are comfortable using.

## 5 When information is disclosed

Information is disclosed only for purposes relevant to the service or as otherwise permitted or required by applicable law, including:

- To your participating healthcare provider, its authorized staff, and people you have appropriately authorized, for requested workflows.
- To service providers supporting hosting, communication delivery, security, and technical support. Nexus uses Amazon Web Services for application infrastructure and email and SMS transport; carriers and email networks also process delivery information.
- To respond to lawful requests or protect users and the service where disclosure is permitted or required, taking account of any additional restrictions that apply to health information.

These operational disclosures are not permission to reuse SMS opt-in lists for another business or marketing program. We do not use Nexus appointment data for targeted advertising.

## 6 Browser technology and security services

Nexus and its underlying web framework use essential browser and session technology to operate forms, maintain sign-in state, and support security. Disabling that technology may prevent parts of the service from working. Hosting services may keep operational or security logs.

Where password-breach screening is enabled, a security service may receive a partial password hash to check for known compromised passwords. The screening process does not send your plaintext password to that service.

## 7 Retention and security

Retention depends on the purpose of a record and applicable provider, contractual, operational, and legal obligations. Appointment, form, and administrative records may need to be retained by a healthcare provider. Consent, delivery, and security records may also be needed to document communications, resolve problems, or meet obligations. Opting out of SMS or cancelling an appointment does not automatically erase these records.

We use access controls, account-security measures, and private links to limit access to Nexus information. No electronic service or transmission method can guarantee absolute security. Protect your passwords and private links, and contact us if you suspect unauthorized access.

## 8 Your choices and requests

You can choose an available communication method when arranging an appointment, opt out of SMS by replying STOP, or contact your provider about updating your contact details and preferences. Do not assume that changing a booking preference clears an existing carrier opt-out.

For questions or requests concerning access, correction, deletion, or other privacy rights, contact your provider for provider-controlled records or contact us using the address below. We may need to verify your identity and authority and coordinate with your provider. The response and available rights depend on applicable law and the record involved; required records may need to be retained. These statements do not limit rights available under applicable law.

## 9 Representatives and use outside the United States

A parent, guardian, caregiver, or other representative should submit another person's information only with the authority required for that person and service. Records may include a minor's information when supplied in connection with an appropriately authorized care workflow. Contact us or the provider if you believe information was submitted without authority.

Nexus's appointment messaging program is intended for United States destinations. Application and configured messaging infrastructure are in the United States. If you use the service from another country, your information may be processed in the United States, subject to applicable requirements.

## 10 Policy updates and contact

We may update this policy by publishing a revised version with a new effective date and providing additional notice where required. A policy update does not substitute for any separate consent required for new SMS purposes or uses of information.

For privacy questions or requests concerning Nexus, contact aiMD Labs Inc. at [privacy@aimd-labs.com](mailto:privacy@aimd-labs.com). For service questions or SMS help, email [support@aimd-labs.com](mailto:support@aimd-labs.com). Identify the nature of your request without including passwords, private links, or detailed medical information in an ordinary email. For clinical questions, records held by your provider, or emergencies, use the appropriate provider or emergency contact instead.