

LEGAL

Privacy Policy

Effective Date: September 22, 2026 Last Updated: September 22, 2026

PinnWell respects your privacy. This Policy explains how we collect, use, and share information when you visit pinnwell.co, submit a form, request services, explore provider or work opportunities, or otherwise interact with PinnWell.

1. Information We Collect

We may collect contact information (such as name, email, phone, organization, and location), service-request details, provider or workforce information (including experience, availability, licenses, certifications, credentials, and service areas), organization information, communications you send us, and technical information such as device, browser, IP address, referral source, and website activity.

2. Sensitive and Health-Related Information

Some PinnWell services may involve screenings, assessments, healthcare-related services, or other sensitive information. Do not submit medical records, Social Security numbers, detailed health histories, or other highly sensitive information through general website forms unless specifically requested through an authorized secure process. Additional notices, consents, agreements, or secure systems may apply when regulated information is involved.

3. How We Use Information

We may use information to respond to inquiries; coordinate or fulfill service requests; connect users with appropriate providers or resources; evaluate providers, partners, contractors, and workforce participants; manage communications, scheduling, and availability; improve our website and services; maintain operational records; prevent misuse; and comply with legal, contractual, regulatory, or reporting obligations.

4. How We Share Information

PinnWell does not sell personal information to advertisers. We may share information as reasonably necessary with service providers, participating providers, clinics, laboratories, contractors, organizational customers or sponsors, technology vendors, payment or scheduling providers, and legal or regulatory authorities. When a service is requested, coordinated, or paid for by an employer, agency, court, school, program, or other organization, certain information may be shared as permitted or required for that relationship.

5. Independent Providers

Providers participating in the PinnWell network may be independent professionals or organizations. Unless expressly stated otherwise, they may maintain their own privacy practices, records, and legal responsibilities. Users should review a provider's privacy practices when receiving services directly from that provider.

6. Cookies and Analytics

We may use cookies and similar technologies to help the website function, measure engagement, understand website activity, and improve performance. Browser settings may allow you to block or delete cookies, though some features may not function properly.

7. Security and Retention

We use reasonable administrative, technical, and organizational safeguards designed to protect information; however, no system can be guaranteed completely secure. We retain information only as long as reasonably necessary for service delivery, operations, legal or contractual obligations, dispute resolution, security, and legitimate business purposes.

8. Your Choices

You may contact PinnWell to request correction or deletion of certain information, ask how information is used, or unsubscribe from non-essential communications. Some information may need to be retained for legal, regulatory, contractual, security, or recordkeeping purposes.

9. Children

The website is not intended for children under 13 to independently submit personal information. Services involving minors should be requested or managed by a parent, legal guardian, authorized organization, or other legally permitted party as appropriate.

10. Third-Party Links

Our website may link to third-party websites or services. PinnWell is not responsible for the privacy, security, availability, or content practices of third parties.

11. Changes to This Policy

We may update this Policy as our services, technology, or legal obligations evolve. The current version will be posted with a revised Last Updated date.

12. Contact

Questions about this Privacy Policy may be directed to hello@pinnwell.co or through pinnwell.co.