PRIME LIFE
WELLNESS INSTITUTE

WEBSITE PRIVACY POLICY
PRIME LIFE WELLNESS INSTITUTE

Effective date: November 1, 2026

1. Who we are
Prime Life Wellness Institute ("Prime Life," "we," "us") is a direct-pay telehealth practice serving Florida residents, led by Dr. Khaled Algashaamy. This policy explains what information we collect through our website, primelifewellnessinstitute.com, and our marketing emails, and how we use it.

2. Patient health information
This policy covers website visitors and email subscribers. If you become a patient, your health information is protected under HIPAA and handled as described in our Notice of Privacy Practices, available at the bottom of every page of our website.

3. Information we collect
Information you give us:

- Free Guide form: your name, email address, and whether you live in Florida.
- "See If We're a Fit" form: the answers you choose to provide, which may include information about your health and goals. This form is hosted on Google Forms within our HIPAA-compliant Google Workspace account, separate from our marketing email system. If you opt in to our newsletter on this form, only your name and email are added to our email list.

Information collected automatically:

- Basic technical information, such as your browser type, device, pages visited, and IP address, collected by our website platform and the services embedded on our pages.

4. How we use your information
- To send you the free guide you requested.
- To send you the Metabolic Minute newsletter and other educational emails about metabolic and hormone health.
- To tailor the emails we send based on whether you live in Florida, since we can only see patients located in Florida.
- To review your "See If We're a Fit" answers and follow up with you about becoming a patient.
- To operate, maintain, and improve our website.

5. Emails and unsubscribing
Every marketing email we send includes an unsubscribe link. You can unsubscribe at any time, and we will stop sending you marketing emails. You can also email us to be removed.

6. How we share information
We do not sell, rent, or trade your personal information. We share it only with service providers that help us run our website and email, and only as needed for them to do so. These include:

- GoHighLevel (LeadConnector): our website, form, and email platform.
- Google: Google Forms and Google Workspace, used for the "See If We're a Fit" form and practice email.
- YouTube: used to show videos embedded on our website.

We may also share information if required by law, or to protect the rights and safety of our patients, visitors, or practice.

7. Cookies and embedded content
Our website uses cookies and similar technologies that are needed for the site and its forms to work. Embedded content, such as YouTube videos, Google Forms, and web fonts, may collect information according to those providers' own privacy policies. We show YouTube videos in privacy-enhanced mode. You can control or delete cookies through your browser settings.

8. How we protect your information
We use reasonable administrative, technical, and physical safeguards to protect your information. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

9. How long we keep information
We keep your name and email for as long as you remain subscribed, or until you ask us to delete them. We keep "See If We're a Fit" answers only as long as needed to evaluate and respond to your request, or longer if required by law.

10. Your choices
You may ask us to access, correct, or delete the personal information we hold about you by emailing us at the address below. We will respond within a reasonable time.

11. Children
Our website and services are intended for adults. We do not knowingly collect information from anyone under 18. If you believe a minor has given us information, please contact us and we will delete it.

12. Educational content
Information on our website and in our emails is educational and is not medical advice. Requesting our guide or subscribing to our emails does not create a doctor-patient relationship.

13. Changes to this policy
We may update this policy from time to time. When we do, we will change the effective date at the top. Continued use of our website after an update means you accept the revised policy.

14. Contact us

Prime Life Wellness Institute

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Email: Khaled@primelifewellnessinstitute.com