



**TRIUMPH
HOMECARE**

Medicare Accredited • 40+ Years of Experience

Website Privacy Policy

Effective date: October 12, 2026

Triumph Homecare Inc. ("Triumph," "we," "us," or "our") respects your privacy. We provide durable medical equipment (DME) and home medical equipment (HME), including CPAP and BiPAP equipment, oxygen concentrators, supplies, and accessories. This Privacy Policy explains how we collect, use, and disclose personal information through <https://triumph-homecare.com> and communications arising from your use of this website.

1. Scope of this policy

This policy covers our public website, product browsing, website inquiries, online purchases, payment and financing services, and related customer communications. It does not govern our separate internal application, which is covered by its own privacy disclosures.

Signed service tickets, assignment-of-benefits forms (AOBs), prescriptions, and patient records are maintained separately in Brightree, rather than in the website. Their retention and handling follow our patient-record procedures and applicable requirements. This policy does not replace any applicable HIPAA Notice of Privacy Practices.

2. Information we collect

Information you provide. We collect information you voluntarily submit through website forms or related communications, including your name, phone number, email address, and the contents of your messages. If you enroll in a messaging program, we maintain your communication preferences and records of your consent or withdrawal of consent, including the phone number, date, method of consent, and message categories you agreed to receive, as appropriate to the enrollment method.

Product and service inquiries. Your messages may identify the equipment, supplies, accessories, service location, or assistance you are interested in, such as an oxygen concentrator, CPAP equipment, insurance assistance, delivery, or a payment plan. We use that information to address your inquiry. The type of product requested can sometimes reveal or suggest health information, even if you do not provide a diagnosis.

Shopping and transaction information. Customers can purchase products through our website. Transaction information may include products selected, quantities, cart contents, contact details, billing and shipping details requested during checkout, and order records. Square is integrated with the website to process card payments. Triumph receives an email with the purchase request and an email from Square confirming the transaction. CareCredit is another available payment option and provides Triumph with transaction information associated with payments it processes. We may also receive information associated with an order inquiry, return, exchange, warranty request, or refund.

Information submitted on someone else's behalf. If you contact us for a family member or another person, provide only the information necessary for the inquiry and that you have authority to share. We may need to verify your authority before discussing patient or order information with you.

Technical information. Our website and the providers supporting it may receive technical information such as your IP address, browser and device information, pages viewed, and the date and time of your visit. Cookies or similar technologies may be used to support website operation. See Section 6 for more information.

Our general website contact forms are intended for ordinary inquiries. Please do not submit Social Security numbers, payment card details, prescriptions, insurance documents, or detailed medical information through these forms. Contact us for instructions on the appropriate way to provide information needed for your care or equipment services. Information you voluntarily include in a message may contain sensitive details even if we do not request them.

3. How we use information

We use personal information as appropriate to:

- Respond to questions and requests for assistance.
- Communicate about our products, services, and your inquiries.
- Coordinate requested services and customer support.
- Process online orders, coordinate fulfillment and delivery, and address order status questions.
- Handle inquiries about returns, exchanges, warranties, and refunds, subject to the policies applicable to the transaction.
- Respond to requests for insurance or Medicare assistance and direct you to the appropriate patient intake process.
- Respond to financing inquiries and direct you to the financing provider you choose.
- Maintain communication preferences and consent records.
- Operate, maintain, and protect our website and communications systems.
- Address suspected misuse, fraud, or security incidents.
- Meet legal obligations and resolve disputes.
- Send optional promotional communications when you have provided any consent required for those communications.

Information used to coordinate shipping, payment arrangements, insurance assistance, returns, or refunds is handled under this policy. The eligibility, charges, deadlines, and other commercial conditions for those services are set out in the applicable transaction terms, Terms and Conditions, and Refund Policy.

4. How we disclose information

We do not sell your personal information or share your contact information with other companies for their marketing purposes.

We may disclose information to service providers that perform functions for us, such as website support, contact management, hosting, and communications delivery. We use GoHighLevel for website/contact management functions and may use messaging providers such as Twilio where a relevant messaging program is enabled. These providers may process information needed to perform their services for us.

We do not provide website customer contact or order information to suppliers or manufacturers. Our payment providers, Square and CareCredit, process information necessary to complete the payments you choose and provide transaction information to Triumph. Website, contact management, and messaging providers process information as needed to operate the services described above. This operational processing is distinct from sharing contact information for another company's marketing.

If you request assistance involving a physician, insurer, Medicare, or another healthcare organization, any necessary patient information is handled through the appropriate healthcare process. An ordinary website inquiry does not provide blanket authorization to disclose your health information.

We may also disclose information when required by law or valid legal process, when reasonably necessary to protect rights or safety, or to investigate fraud or misuse. If our business undergoes a merger, acquisition, or transfer of assets, relevant information may be transferred subject to applicable law and the protections applicable to that information.

Mobile information and SMS consent: We do not sell or share mobile numbers, SMS opt-in data, or SMS consent information with third parties or affiliates for their marketing or promotional purposes. Messaging providers and telecommunications carriers may process the information necessary to deliver our messages and administer consent and opt-out requests. They are not given this information for their own marketing purposes. The other disclosure categories in this policy do not authorize the sale or sharing of SMS opt-in data or consent for independent marketing or promotional use.

5. Text messages and other communications

If you separately enroll in a Triumph text messaging program, we use your phone number and related consent records to administer that program. Depending on the program you choose, messages may include responses to inquiries, order or delivery updates, equipment or appointment reminders, or promotional offers. We send messages only within the scope of the consent or other permission applicable to that program. This policy does not enroll you in any messaging program or authorize future categories of messages by itself.

Message frequency varies by program and activity. Message and data rates may apply. You may withdraw SMS consent by replying **STOP** to a message or by contacting info@triumph-homecare.com. Reply **HELP** for messaging assistance, or contact info@triumph-homecare.com or **1-855-634-0076**. Consent to promotional text messages is not a condition of purchasing products or services.

Providing a phone number for a contact request or transaction does not, by itself, enroll you in promotional text messages. Promotional messaging consent is obtained separately from consent for informational or service-related messages. Withdrawing messaging consent does not prevent you from contacting us through another available channel. Acceptance of this Privacy Policy does not itself constitute SMS consent.

Depending on the program offered, SMS consent may be collected through an optional web checkbox that is unchecked by default, an affirmative verbal response, a signed paper consent form, or a text-keyword enrollment process. The specific enrollment instructions identify the message categories, frequency, applicable charges, and how to request help or opt out, and provide access to this policy and the Terms and Conditions. We retain consent evidence and a minimal opt-out record to administer your preferences.

If you receive promotional emails, you can unsubscribe using the instructions included in those emails or contact us. We may continue to send necessary non-promotional communications as permitted by law.

6. Cookies and website technologies

Cookies are small files stored on your device. Our website and its providers may use cookies or similar technologies for website functionality and security. You can manage or delete cookies through your browser settings; restricting cookies may affect some website features.

For example, shopping features may use browser storage or cookies to remember cart selections and maintain a browsing session. Your browser or device may offer additional tracking preferences; their effect depends on the technology and applicable requirements.

7. Retention

We retain personal information for as long as reasonably needed for the purposes described in this policy, including responding to inquiries, providing requested services, maintaining appropriate business and consent records, complying with legal obligations, and resolving disputes. Retention periods may vary based on the type of information and applicable requirements. We may retain limited records of an opt-out to help ensure your preference is respected.

In determining retention, we consider the nature and sensitivity of the information, the status of the inquiry or transaction, ongoing customer service needs, warranty or dispute obligations, and applicable recordkeeping requirements. Website inquiry and transaction records are separate from patient records maintained in Brightree and may have different retention requirements. A request to delete website contact information does not necessarily require deletion of records that must be kept under applicable law.

8. Security

We aim to protect personal information through reasonable administrative, technical, and organizational safeguards appropriate to the information and how it is used. No website, transmission method, or storage system can be guaranteed to be completely secure. Please avoid sending sensitive information through general website forms.

9. Your choices and privacy requests

You may contact us to request access to, correction of, or deletion of personal information you have provided, or to update your communication preferences. We will handle requests in accordance with applicable law. Depending on where you live and whether the relevant law applies, you may have additional privacy rights.

We may need to verify your identity before fulfilling a request. Certain information may need to be retained for legal, recordkeeping, security, or other permitted purposes. Requests concerning patient records may be subject to separate healthcare privacy procedures.

Where applicable law provides rights to restrict processing, withdraw consent, opt out of certain disclosures or targeted advertising, use an authorized representative, or appeal a decision on a request, we will address those rights as required by that law. We will not discriminate against you for exercising privacy rights protected by applicable law. The rights available depend on the applicable law and the circumstances of your request.

Send privacy requests to **info@triumph-homecare.com**. Please describe your request and provide a way for us to contact you, without including unnecessary sensitive information.

10. Children's privacy

Our website is intended for adults seeking information about our products and services and is not directed to children under 13. If you believe a child under 13 has submitted personal information through our website, please contact us so we can review and address the situation. Information provided by an adult on behalf of a child receiving services may be subject to separate patient privacy requirements.

11. External links

Our website may link to third-party websites. Their information practices are governed by their own privacy policies. Review those policies before providing information to them.

Square and CareCredit. Square processes card payments through our website, and CareCredit is another payment option. Their processing is subject to their applicable privacy notices and transaction terms. Triumph receives purchase requests and payment transaction notifications needed to handle orders, reconcile payments, and assist with transaction questions. If you separately apply for CareCredit financing, information you submit to that provider is subject to its application terms and privacy notices. Do not send credit applications, Social Security numbers, or full card details through our general contact form.

Healthcare and equipment resources. Links to manufacturers, accreditation organizations, and other informational resources do not make those organizations part of Triumph. Their websites and any equipment-specific portals or applications have their own privacy practices.

Customer reviews. Reviews or testimonials displayed publicly on our website can be visible to anyone who visits it. If we invite you to submit a review for publication, we will identify how it is intended to be used and obtain any permission required for its publication. Avoid including private medical details in material intended for public display. Sending us a private contact message does not authorize us to publish it as a testimonial.

12. Changes to this policy

We may update this policy as our practices or requirements change. We will post the updated policy on our website and revise its effective date. If an update requires additional notice or consent under applicable law, we will provide that notice or obtain that consent.

13. Contact us

Triumph Homecare Inc.

Email: info@triumph-homecare.com

Phone: 1-855-634-0076

Website: <https://triumph-homecare.com>

You may also contact one of our locations using the current contact details published on our website. For privacy requests, email is the preferred contact method so we can route your request appropriately.