

Privacy Policy

MLC Health Services LLC / MySickNote

1. About this policy

This policy describes information collected through the MySickNote website, online sick-note request survey, and related communications operated by MLC Health Services LLC (MLC, we, us). Contact: mysicknote1@protonmail.com. The service is intended for users in the United States. This website policy is separate from the HIPAA Privacy Notice linked in the survey. It does not replace that notice or any rights provided by applicable law. Effective October 14, 2026.

2. Information you provide

The survey requests your full name, email address, phone number, postal address, medications, medication allergies, medical history, symptoms and their duration, current condition, requested sick-note date, and reason for the request. It also includes payment fields and records acknowledgements and communication preferences. We may receive additional information you provide when contacting us. Provide accurate information and avoid sending unnecessary sensitive details by ordinary email or text.

3. How information is used

Information is used to receive and review your request, communicate about your requested service, administer payments, respond to questions, maintain service records, and meet applicable obligations. Providing information or paying does not guarantee that a sick note will be issued. Any use or disclosure of health information must also follow applicable requirements and the relevant privacy notice.

4. Service providers and disclosures

The survey is hosted using GoHighLevel/LeadConnector. Hosting, communications and payment services may process information as needed to provide their services. MLC does not sell or share customer or patient information with third parties or affiliates for marketing or promotional purposes. Mobile numbers, text-message opt-in information and SMS consent are excluded from other sharing categories and are not sold or shared for third-party marketing. SMS consent is specific to MLC and is not transferred to another sender. Messaging providers may process information to deliver MLC messages. Information may be disclosed when authorized by you or permitted or required by applicable law. These statements do not authorize disclosures of protected health information that applicable law prohibits.

5. Text messages

If you choose the survey SMS consent option, MLC may send automated transactional messages about your account, requested services, appointments or order status. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for assistance. You can also contact mysicknote1@protonmail.com for help. SMS consent is optional and is not a condition of purchase or form submission. Providing a phone number alone is not SMS consent. The privacy acknowledgement and SMS choice are separate.

6. Website technology

We plan to use cookies, pixels and analytics for website operation, traffic measurement and performance improvements. Where enabled, service providers may process technical data such as browser information, IP addresses and page interactions. Browser settings can limit cookies, although some features may not work. This policy does not authorize disclosure of patient health information to advertising trackers or transfer of SMS consent.

7. Retention and security

Records may need to be retained for service administration, medical-record obligations, payment records and other applicable requirements. Contact mysicknote1@protonmail.com with questions about records or to request access, correction or deletion. Applicable obligations may limit deletion. Internet transmission and electronic storage cannot be guaranteed completely secure.

8. Your requests and choices

Email mysicknote1@protonmail.com to ask about your information, request access or correction, or raise a privacy concern. Applicable rights depend on the information and law involved; some records may need to be retained. Identity or authority may need to be verified before a request is fulfilled. Do not include payment-card details in an email. For health-information rights, consult the separate notice linked in the survey.

9. Patients under 18

Patients age 18 or older may request service independently. Requests for patients under 18 require the involvement and consent of a parent or legal guardian. Information provided by an authorized parent or guardian is handled under this policy and applicable health-privacy requirements. Contact mysicknote1@protonmail.com with questions about a minor's request.

10. External links and updates

External sites and services have their own terms and privacy practices. MLC may update this policy as its practices change. Material changes must be communicated and implemented as required by applicable law.