

Privacy Policy and Notice of Privacy Practices

Chicago Medspa LLC
Effective September 9, 2026

The Website Privacy Policy explains information handling for the public website and general inquiries. The Notice of Privacy Practices explains how patient health information is used and disclosed and how you may exercise your rights.

Privacy Contact: Owner / Managing Member Chicago Medspa LLC 30 N Michigan Ave, Suite 1220, Chicago, IL 60602 (312) 426-2033 | hello@chicagomedspa.com

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Website Privacy Policy

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1. Scope and contact

Chicago Medspa LLC operates <https://chicagomedspa.com> and an aesthetic and wellness practice at 30 N Michigan Ave, Suite 1220, Chicago, IL 60602. This policy explains information handling for the public website and general inquiries. Contact hello@chicagomedspa.com or (312) 426-2033.

Patient records, good faith exams, telehealth assessments, treatment information, and follow-up are addressed by our separate Notice of Privacy Practices. Where information is protected health information, applicable health-privacy law and that notice control. Browsing the website or acknowledging this policy is not a HIPAA authorization, treatment consent, or consent to marketing.

2. Information collected

We collect information you choose to provide when contacting us or requesting an appointment, such as name, email address, telephone number, preferred times, and the content of an inquiry. Telephone or text communications may also generate number, date, time, and duration information. Where recording occurs with appropriate notice and consent, recordings or summaries may be created.

Website technologies may collect IP address, browser and device information, approximate location, referring pages, pages viewed, and interactions. Payment information is handled by a booking or payment platform or at the clinic; the public website does not directly collect card details. Do not enter detailed health information or payment credentials in general website forms, public chat, or ordinary SMS.

3. How information is used

We use information to respond to inquiries; arrange appointments; operate, maintain, and improve the site; support permitted care communications; maintain security; prevent misuse; and comply with legal obligations. Marketing communications are subject to the separate choices and permissions required for the relevant channel. A request for an appointment does not authorize public use of patient images or disclosure of health information for advertising.

4. Cookies, analytics and advertising

The public website uses Google Analytics 4 for usage measurement, Google Ads for advertising and conversion measurement, Meta Pixel for advertising measurement and audiences, and Metricool for website-traffic reporting. These tools can collect technical identifiers and browsing activity under their own terms and privacy practices.

You can manage cookies in browser settings and use available advertising controls in Google and Meta accounts. Blocking or deleting cookies can affect site features and may not stop every form of tracking. Contact hello@chicagomedspa.com to exercise privacy choices that apply under the law. A cookie choice or acceptance of this policy is not a HIPAA authorization. Health information may be disclosed to tracking or advertising services only as permitted under applicable health-privacy law.

5. Booking, patient forms and telehealth

Booking and patient forms may be provided through Mangomint or another designated care channel. Use the patient form or care channel identified by the practice for medical history and clinical communications. The public website is for general information and scheduling. External sites and platforms may provide their own privacy notices; those notices do not remove Chicago Medspa LLC's obligations for information it handles. A clinical good faith exam is separate from a financial Good Faith Estimate of expected charges.

6. Telephone and automated assistance

Calls may be answered by staff or an automated assistant. Calls may be recorded or summarized for the disclosed purpose only with notice and the consent required by law. If you do not want a call recorded, tell us before continuing so an alternative can be discussed. Do not rely on a phone or chat assistant for an emergency; call 9-1-1. This website policy is not consent to record a clinical telehealth examination.

7. Optional text messaging

Informational SMS and marketing SMS are separate optional programs. Informational messages may include generic scheduling confirmations, reminders, changes, cancellation notices, and customer-care responses. Marketing messages may include offers, events, and practice news. Neither program is used for health, treatment, service, clinical, payment, or other PHI details.

An inbound inquiry permits a direct response confined to that inquiry; it does not enroll you in recurring or marketing messages. Recurring informational texts require a separate affirmative choice. Marketing texts require their own separate affirmative choice. Providing a phone number, signing a patient policy, or submitting a form does not itself enroll you. Consent is not a condition of purchase or care. Messages may recur, frequency varies, automated technology may be used where applicable, and message and data rates may apply.

Reply STOP to opt out of the program associated with a message. Reply HELP for help or contact (312) 426-2033 or hello@chicagomedspa.com. We do not sell mobile numbers or text consent or share them with third parties or affiliates for their own marketing. Service companies may receive information only as needed to deliver the requested messages or as required by law. Please use the designated care channel for clinical information. Recurring text messages require the applicable program-specific consent, and opt-out requests are honored.

8. Sharing and service companies

We may share information with companies providing scheduling, communications, hosting, payment, analytics, advertising, and other services for the purposes described here. The role and applicable privacy terms of each company depend on the service it provides. For protected health information, the Notice of Privacy Practices and applicable permissions, safeguards, and business associate requirements apply.

Information may be disclosed when required or permitted by law, to protect safety and security, or in a business transaction subject to applicable privacy duties. We do not sell personal information for money. Some privacy laws define certain advertising disclosures as a sale, sharing, or targeted advertising even without payment; choices required by those laws remain available.

9. Retention and security

Information is retained for the purpose for which it was collected and for applicable legal, accounting, recordkeeping, security, and dispute-resolution needs. Retention differs for clinical records, communications, and website data. Requests to delete information are subject to duties to retain medical or other legally required records.

We use administrative, technical, and physical safeguards appropriate to information handled by the practice. No internet transmission or storage system can be guaranteed perfectly secure. Contact us for the designated care channel rather than sending sensitive information through a public form or ordinary text message.

10. Privacy requests and minors

Depending on applicable law, you may have rights to access, correct, or delete personal information, obtain information about disclosures, or opt out of sale, sharing, or targeted advertising. Email hello@chicagomedspa.com with "Privacy Request" in the subject line. We may verify identity and representative authority, respond within the applicable timeframe, explain any denial and available appeal, and will not unlawfully discriminate for exercising rights. Medical-record rights are explained separately in the Notice of Privacy Practices.

The public website and elective services are directed to adults, not children. Contact us if a minor submitted information through a public form. We will assess and handle the information under applicable law; this policy does not promise destruction of records we must retain.

11. Browser signals and updates

The website does not currently respond to the older Do Not Track browser signal. That signal is different from a legally recognized opt-out preference signal; applicable legal obligations still control. You may contact us about your privacy choices.

We update this policy when practices or requirements change and show the revision date. Material changes will be communicated as required by law. This notice does not retroactively authorize an otherwise impermissible disclosure. The separate patient Notice of Privacy Practices describes how changes to that notice apply to clinical records.

Notice of Privacy Practices

Effective September 9, 2026

Your information. Your rights. Our responsibilities.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This notice applies to health information maintained by Chicago Medspa LLC for assessment, good faith exams, treatment, follow-up, payment, and practice operations, including care delivered through telehealth. It is separate from the website privacy policy and from an optional authorization for marketing or release of records.

Contact for privacy questions or requests

Privacy Contact: Owner / Managing Member, Chicago Medspa LLC. Address: 30 N Michigan Ave, Suite 1220, Chicago, IL 60602. Telephone: (312) 426-2033. Email: hello@chicagomedspa.com. You may ask for help making a request or obtaining a paper copy. Do not put detailed health information in an ordinary website form or general text message; contact us for the appropriate care or records channel.

Get an electronic or paper copy of your record

You may ask to inspect or receive an electronic or paper copy of your medical record and other information in our designated record set. We will provide it in the requested form and format if readily producible, or agree with you on a readable alternative. We generally act within 30 days; if a permitted extension is needed, we will explain the reason and expected completion date in writing. A reasonable, cost-based fee may apply. If access is denied where the law allows, we will explain the reason and any review rights.

Ask us to correct your information

You may request an amendment if information in your record is inaccurate or incomplete. We may deny a request as allowed by law, but will explain why in writing, generally within 60 days, and tell you how to submit a statement of disagreement. A permitted extension will be explained in writing.

Request confidential communication

You may ask us to contact you in a specific way or at an alternative address or telephone number. We will accommodate reasonable requests. Tell the Privacy Contact how you want to be contacted.

Ask us to limit use or disclosure

You may ask us to restrict information used or shared for treatment, payment, or health care operations, or with others involved in your care. We are generally not required to agree, except as required by law. If you pay in full out of pocket for a service or item and request that we not disclose its information to a health plan for payment or operations, we will honor that request unless disclosure is required by law. An agreed restriction may not apply in an emergency when the information is needed for treatment.

Get an accounting of disclosures

You may request an accounting of certain disclosures made during the six years before your request. The accounting excludes disclosures for treatment, payment, and health care operations and other exclusions allowed by law, including disclosures made under your authorization. One accounting in a 12-month period is free. We may charge a reasonable fee for additional requests, with advance notice and a choice to withdraw or modify the request.

Get this notice and choose someone to act for you

You may obtain a paper copy promptly and without charge at any time, even if you agreed to receive it electronically. A person legally authorized to act as your personal representative may exercise rights on your behalf, subject to applicable law. We verify that person's identity and authority before acting.

File a complaint without retaliation

You may complain to the Privacy Contact using the contact information above. You may also complain to the U.S. Department of Health and Human Services Office for Civil Rights at 200 Independence Avenue, S.W., Washington, D.C. 20201; 1-877-696-6775; or <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>. We will not retaliate against you for a complaint or for exercising your rights.

Uses and disclosures for treatment, payment and operations

Treatment: We may use and share information to assess you, plan care, carry out treatment, coordinate care, obtain tests, and provide follow-up. For example, relevant medical history may be used during a good faith exam to determine whether a proposed procedure is suitable.

Payment: We may use and disclose information to charge for services and collect payment. Chicago Medspa LLC is a self-pay practice. For example, we may use the service date and charge to prepare your bill. This does not override a required restriction or a law protecting sensitive records.

Operations: We may use and disclose information for quality review, patient safety, staff training, practice administration, and other permitted operations. For example, we may review records to improve how follow-up instructions are provided. Service companies acting as business associates must agree to required privacy and security protections. We limit information as required by law.

Choices about family, friends and others involved in care

You may tell us whether we may share relevant information with family, friends, or others involved in your care or payment, and your preferences for disaster-relief notifications. If you cannot tell us your preference, we may make a disclosure permitted by law using professional judgment about your best interests. We may also disclose information as permitted to lessen a serious and imminent threat. More protective laws for sensitive records still apply.

Uses that require your written authorization

Other uses and disclosures not described in this notice require your written authorization. These generally include marketing uses of protected health information, sale of protected health information, and most uses or disclosures of separately maintained psychotherapy notes. Public use of identifiable patient photographs requires a separate, specific authorization. We do not sell protected health information.

You may revoke an authorization in writing at any time by contacting the Privacy Contact. Revocation applies prospectively and does not undo action already taken in reliance on the authorization. Permission for marketing or a public photograph is optional and is separate from treatment consent and receipt of this notice.

Other uses and disclosures permitted or required by law

We may disclose information when the specific legal conditions are met for public health reporting, product recalls, adverse reactions, reporting suspected abuse or neglect, or preventing a serious threat to health or safety. We may disclose information for legally authorized health oversight, workers' compensation, law enforcement, or special government functions such as military or national-security activities.

We may provide information to coroners, medical examiners, funeral directors, or organ-procurement organizations as permitted by law. Information may be used or disclosed for research only when the applicable authorization, review, or other legal requirements are met. We may disclose information required by law, including to HHS to determine compliance with privacy requirements. Court orders, subpoenas, and other legal requests do not automatically permit every disclosure; the applicable legal conditions and protections for sensitive records must be satisfied.

Additional Illinois confidentiality protections

Illinois law provides additional protection for certain mental-health and developmental-disability records, HIV-related information, genetic testing information, and other sensitive health information. When these laws are more protective, we follow the stricter requirements. A specific written consent may be required even where a general HIPAA permission would otherwise apply; disclosure without that consent is limited to exceptions permitted or required by the applicable law. This notice is not itself consent to release those records.

Substance-use-disorder records protected by 42 CFR Part 2

If we hold substance-use-disorder records protected by 42 CFR Part 2, we apply those additional protections. We will not use or disclose information in those records in civil, criminal, administrative, or legislative investigations or proceedings against you without your written consent or a qualifying court order and a subpoena. A general request for records does not remove this protection. This applies when we receive protected records even if your visit here is for another type of care.

If we use Part 2 information for fundraising communications, we will first give you clear and conspicuous notice and a choice about receiving those communications. For other permitted fundraising communications, you may opt out of further contact; declining will not affect your treatment or payment.

Our responsibilities

We must maintain the privacy and security of protected health information, follow the duties and practices described in this notice, and give you a copy. We will notify you as required by law if a breach compromises the privacy or security of your information. We will use or disclose information only as described in this notice or with your written authorization.

Changes and availability

We may revise this notice. Revised terms may apply to all health information we maintain, including information created before the change. The current notice will be available on request, at our office, and on our website at <https://chicagomedspa.com/privacy>. The effective date appears at the start of the notice. Your acknowledgment of receipt is not an agreement to waive your rights.