

Privacy Policy

Effective Date: 18/08/2026

At delaCruzMunoz, Nestor de la Cruz-Munoz, MD, FACS ("Dr. Nestor," "we," "our," or "us"), we respect your privacy and are committed to protecting the information you provide when you visit our website, communicate with us, request information, or interact with our online services.

This Privacy Policy explains how we collect, use, disclose, and protect information obtained through Dr.nestor website and related digital services.

This Privacy Policy applies primarily to information collected through our website and online interactions. It does not replace or supersede our Notice of Privacy Practices, which explains how we use and disclose protected health information in accordance with the Health Insurance Portability and Accountability Act ("HIPAA") and other applicable healthcare privacy laws.

1. Information We Collect

Depending on how you interact with our website, we may collect different types of information.

Information You Provide Directly

You may voluntarily provide information when you:

- Contact our office through a website form.
- Request a consultation or appointment.
- Request information about our services.
- Submit an inquiry or question.
- Subscribe to communications or updates.
- Complete an online form.
- Communicate with our team by email, telephone, or other available channels.
- Submit information through a patient-related online service or portal.

Information you provide may include your name, email address, telephone number, mailing address, appointment or consultation information, and other information you choose to provide.

Please do not submit sensitive medical information through a general website contact form unless specifically instructed to do so. General website forms and email may not provide the same protections as a secure patient portal or other designated healthcare communication system.

Information Collected Automatically

When you visit our website, certain technical information may be collected automatically, including:

- IP address.
- Browser type and version.

- Device type.
- Operating system.
- Pages visited.
- Referring website or page.
- Date and time of visits.
- Approximate geographic information derived from technical data.
- Website interaction and usage information.
- Other technical information necessary to operate, secure, and improve the website.

This information is generally used in aggregated or otherwise non-identifying form to understand website performance and visitor behavior.

2. Cookies and Similar Technologies

Our website may use cookies, pixels, tags, scripts, local storage, analytics technologies, and similar tools.

These technologies may help us:

- Keep the website functioning properly.
- Remember certain preferences.
- Understand how visitors use our website.
- Measure website performance.
- Improve website content and functionality.
- Maintain website security.
- Analyze traffic and interactions.

Some technologies may be provided by third-party service providers.

You may be able to control cookies through your browser settings or other privacy controls made available on our website. Disabling certain cookies may affect website functionality.

3. How We Use Information

We may use information collected through our website to:

- Respond to inquiries.
- Communicate with you about requested services.
- Facilitate consultation or appointment requests.
- Provide information about our services.
- Operate and maintain our website.
- Improve website functionality and user experience.
- Understand website usage and performance.

- Maintain website security.
- Detect and prevent fraudulent, unauthorized, or potentially harmful activity.
- Comply with applicable laws and legal obligations.
- Carry out other purposes disclosed at the time information is collected.

We will use personal information only as permitted by applicable law.

4. Medical and Health Information

Our practice may receive or maintain health information in connection with providing healthcare services.

Information that constitutes protected health information (“PHI”) under HIPAA is subject to our Notice of Privacy Practices and applicable HIPAA requirements.

Our website Privacy Policy should not be interpreted as replacing or modifying our HIPAA Notice of Privacy Practices.

If you are an existing patient, please use the secure patient communication method or patient portal designated by our practice when transmitting sensitive medical information.

5. How We Share Information

We may disclose information collected through our website when reasonably necessary to:

- Provide website and technology services.
- Respond to your requests.
- Maintain and secure our website.
- Support our business operations.
- Analyze website performance.
- Comply with applicable laws.
- Respond to valid legal processes.
- Protect our rights, property, safety, or the rights and safety of others.
- Prevent fraud, abuse, or security threats.

We may use third-party vendors and service providers to support website hosting, analytics, communications, scheduling, forms, technology, security, and other business functions.

Where required by law, we take appropriate steps to require service providers to protect information and use it only for authorized purposes.

Information that constitutes PHI is handled according to our HIPAA Notice of Privacy Practices and applicable law.

6. Third-Party Services and Websites

Our website may contain links to third-party websites, applications, patient portals, scheduling platforms, social media platforms, or other external services.

Those third parties operate under their own privacy policies and terms. We are not responsible for the privacy, security, content, or practices of websites or services that we do not control.

We encourage you to review the privacy policies of third-party websites before submitting personal information.

7. Communications

If you provide contact information, we may use it to respond to your inquiry or provide communications that you have requested.

Depending on the communication method and applicable law, communications may include email, telephone calls, text messages, appointment-related communications, or other forms of communication.

You should not use ordinary email, text messaging, or general website forms to transmit sensitive medical information unless our practice has specifically instructed you to do so through an appropriate secure process.

8. Data Security

We use reasonable administrative, technical, and organizational measures designed to protect information against unauthorized access, use, alteration, disclosure, or destruction.

However, no internet transmission, website, electronic storage system, or communication method can be guaranteed to be completely secure.

Accordingly, while we take reasonable precautions, we cannot guarantee the absolute security of information transmitted through the internet.

9. Data Retention

We retain information for as long as reasonably necessary for the purposes described in this Privacy Policy, to provide our services, maintain appropriate business and operational records, resolve disputes, comply with legal obligations, and enforce our agreements.

Retention periods may vary depending on the type of information and the purpose for which it was collected.

Medical records and PHI may be subject to separate retention requirements under applicable healthcare laws and our internal record-retention policies.

10. Children's Privacy

Our website is not intended to knowingly collect personal information from children without appropriate authorization.

If you believe that a child has provided personal information through our website without appropriate consent or authorization, please contact us so that we can review and take appropriate action.

11. Your Privacy Rights

Depending on where you live and applicable law, you may have certain rights regarding your personal information.

These rights may include the ability to:

- Request access to certain personal information.
- Request correction of inaccurate information.
- Request deletion of certain information.
- Request information about how personal information is used or disclosed.
- Opt out of certain communications or data uses where applicable.
- Exercise other rights provided by applicable federal or state law.

Certain information may be exempt from these rights, particularly information subject to healthcare privacy laws or other legal requirements.

To submit a privacy-related request, contact us using the information provided below.

12. HIPAA Rights

If your information constitutes protected health information under HIPAA, additional rights may apply.

These rights and our responsibilities regarding PHI are described in our Notice of Privacy Practices.

You may request a copy of that notice from our practice or access it through our website.

13. Do Not Track

Some web browsers offer a “Do Not Track” setting.

Because there is currently no universally accepted standard for responding to browser-based Do Not Track signals, our website may not respond to such signals unless otherwise required by applicable law.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our website, services, technology, legal requirements, or privacy practices.

When we make changes, we will update the “Effective Date” at the beginning of this Privacy Policy.

We encourage you to review this page periodically for the most current version.

15. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact:

Nestor de la Cruz-Munoz, MD, FACS

Address: 3683 S Miami Ave Suite 500 Miami, FL 33133

Phone: 305-285-5092

Email: Maria.Matuk@HCAhealthcare.com

For questions concerning the privacy of your protected health information, please refer to our Notice of Privacy Practices.

16. Important Medical Information

Information provided on this website is intended for general informational and educational purposes and is not a substitute for professional medical advice, diagnosis, or treatment.

Do not use the website for medical emergencies. If you are experiencing a medical emergency, call 911 or seek immediate emergency medical attention.

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