

Privacy Policy

Effective Date: August 15, 2025

Summit-Horizon Dental Lab (“Summit-Horizon,” “we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website, communicate with us, or use our Services.

1. Information We Collect

We may collect the following types of information:

- **Personal Information** (e.g., name, email address, phone number, practice details) when you contact us, submit a case, or request information.
- **Case Data** such as prescriptions, impressions, digital scans, and supporting documentation submitted by licensed dental providers.
- **Technical Information** (e.g., IP address, browser type, device information, cookies) when you access our website.

2. How We Use Information

We use collected information to:

- Provide and fulfill dental laboratory Services.
- Communicate with you about cases, orders, and inquiries.
- Improve our website, Services, and customer support.
- Meet regulatory, legal, and compliance obligations (HIPAA, OSHA, SOC 2).
- Protect the integrity and security of our systems.

3. Sharing of Information

We do not sell or rent personal information. We may share information only in the following situations:

- **With Service Providers:** Vendors and carriers who assist with case processing, shipping, and IT support.

- **With Your Authorization:** When you instruct us to share case information with third parties.
- **As Required by Law:** To comply with regulations, legal processes, or enforce our rights.
- **For Security or Safety:** To protect against fraud, misuse, or threats to our network or patients.

4. HIPAA Compliance

When handling Protected Health Information (PHI), Summit-Horizon complies with the Health Insurance Portability and Accountability Act (HIPAA). We implement administrative, technical, and physical safeguards to ensure confidentiality, integrity, and security of PHI.

5. Data Security

We employ SOC 2 and industry-standard safeguards to protect sensitive information, including encryption, access controls, and secure data storage. While we take reasonable measures to secure data, no system is completely immune to risk.

6. Cookies & Website Analytics

Our website may use cookies or analytics tools to improve user experience and gather aggregate information. You may disable cookies in your browser settings, but certain features may not function properly.

7. Data Retention

We retain personal and case-related information only as long as necessary to provide Services, comply with legal obligations, or resolve disputes.

8. Your Rights

Depending on your location, you may have rights to:

- Access or request a copy of your information.
- Request correction or deletion of inaccurate information.

- Restrict or object to certain uses of your data.
To exercise these rights, please contact us at the details below.

9. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices of external websites.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The updated policy will be posted here with a revised effective date.

11. Contact Us

If you have questions or concerns about this Privacy Policy, please contact us:

Summit-Horizon Dental Lab

3407 Bridgeland Drive

Bridgeton, MO 63044

Email: shdental@summit-horizon.com

Phone: (888)-785-9710