

Avoni Medical Privacy Policy

Last updated: October 6, 2026

1. Who we are and what this policy covers

ESP Tech Enterprises LLC doing business as Avoni Medical ("Avoni Medical," "we," "us," or "our") explains in this policy how we handle personal information in connection with www.avonimedical.com, our website forms and communications, consultations, and the administrative services we provide when coordinating independent medical evaluations.

Our website serves veterans seeking information about VA disability benefits and independent medical evaluation options. We also receive inquiries from job applicants and professionals interested in our medical network. Independent physicians provide medical evaluations and opinions. Avoni Medical is not affiliated with the U.S. Department of Veterans Affairs and does not prepare or file VA benefits claims.

This website policy does not replace a healthcare provider's Notice of Privacy Practices, medical-record authorization, or other notice required by law. It does not reduce any protection or right available under applicable health-information or consumer-privacy laws.

2. Information you provide

The information we receive depends on the form you complete, the service you request, and what you choose to share:

- Contact and identifying information, such as your name, email address, telephone number, ZIP code, postal address, and company name when relevant to your inquiry.
- Veteran and service information, such as veteran status, current VA disability rating, the type of assistance requested, service-connection status, and information about an existing claim or appeal.
- Health-related information, such as a condition you describe, approximate onset date, treatment or medication status, and whether you have medical records or supporting evidence.
- Documents and evaluation information provided in connection with an independent medical evaluation, when we are authorized to receive that information. A physician may also collect records directly under that physician's own procedures and privacy notices.
- Financing information if you request financing assistance, including address, banking-relationship answers, self-reported credit-score range, income range, bankruptcy history, and preferred financing type.
- Communications and preferences, including messages submitted through forms, email or chat, scheduling details, SMS/email consent choices, and service-related correspondence.
- Professional or application information you voluntarily provide when asking about employment or joining our medical network.

We receive information directly from you and, where authorized, from the physicians or service providers involved in your requested services.

Please do not place Social Security numbers, account passwords, full payment-card details, or complete medical records in general contact fields. Use only the document-submission process we specifically provide for the service you request.

3. Website information and the calculator

When you visit our website, the site and its technology providers may receive information such as IP address, browser and device information, pages viewed, referring pages, visit times, and interactions with website features. Cookies and similar technologies may support essential functions, preferences, performance measurement, or embedded features. Section 6 explains your choices.

The VA compensation calculator processes the ratings and dependent counts you enter in your browser. The calculator itself does not send those entries to Avoni Medical or store them as a submitted application. General website activity and information collected by separate forms or embedded services are handled separately under this policy.

4. How we use information

We use information for the purposes connected with your interaction with us, including to:

- Respond to questions, provide requested educational resources, and arrange consultations or appointments.
- Understand the service you are requesting and coordinate medical-evaluation services and relevant documentation with independent physicians.
- Communicate about appointments, intake requirements, service status, customer support, and requested resources.
- Assist with financing inquiries you choose to make and administer service-related transactions.
- Consider employment or medical-network inquiries.
- Send marketing communications when you have provided the required permission or where otherwise permitted by applicable law.
- Maintain website functionality, understand performance, prevent misuse, protect information, and maintain appropriate business records.
- Meet legal obligations, resolve disputes, and enforce lawful agreements.

When a use or disclosure of health-related or other sensitive information requires a separate consent or authorization, we obtain that permission as required by law. Merely using the website or acknowledging this policy does not replace a legally required medical-record authorization or sensitive-data consent.

5. When information may be shared

We may disclose information for the purposes described above to the following categories of recipients, subject to applicable law and any required consent or authorization:

- Independent medical providers involved in the evaluation services you request. This may include relevant contact, service, and health information needed for the evaluation or its coordination.
- Service providers that support website hosting, forms, customer communication, scheduling, data storage, administrative systems, and service-related transactions. The website currently uses Zoho Sites, Zoho Forms, Zoho SalesIQ, and Calendly. The information provided to each service depends on the feature you use and its configuration.
- Financing or referral partners when you request that assistance, for the information relevant to your financing inquiry. Lenders may collect additional information and operate under their own privacy notices.
- Other recipients you instruct or authorize us to contact or provide information to.
- Professional advisers or authorities when disclosure is required or permitted by law, necessary to address legal proceedings, or needed to protect legitimate rights, safety, or security.
- Parties involved in a business transaction, such as a merger or transfer of assets, only as permitted by applicable law and subject to required privacy protections or authorizations.

The website also embeds YouTube videos. Loading or interacting with an embedded video or another third-party feature may allow that provider to receive device or website-interaction information. Some third-party providers process information on our behalf; others also have independent practices described in their own notices.

6. Cookies and website choices

Our website displays a cookie banner. Use cookie controls, where available, to make choices about optional cookies. You can also manage cookies through your browser. Some essential functions or embedded features may not work if the relevant technologies are blocked.

Third-party features may use their own cookies or similar technologies. Consult the relevant provider's privacy notice and available controls for information about those technologies. Browser settings and cookie choices do not automatically stop information you separately submit through a form or provide in a communication.

If applicable law gives you a right to opt out of a particular use or disclosure of personal information, you can submit a request using the methods in Section 8.

7. Email and text-message choices

You may opt out of promotional emails using the unsubscribe option in the message or by contacting us. An opt-out does not prevent communications needed to complete an active service request, provide a resource you requested, or meet a legal obligation.

If you agree to receive text messages, message frequency may vary and message or data rates may apply. Reply STOP to opt out, reply HELP for assistance, or contact us using Section 14. Text-message consent is not a condition of purchasing services. We maintain records of communication preferences as needed to honor your choices.

Messaging providers may process your telephone number, messages, and consent or opt-out records to support the messaging program. Text-message consent does not replace any separate authorization required to use or disclose medical information.

8. Privacy requests and applicable rights

Depending on applicable law and the information involved, you may have rights to request access, correction, deletion, or a portable copy of personal information; withdraw a consent where applicable; or opt out of covered sale, sharing, targeted advertising, or certain profiling. Some information may be subject to separate medical-record rights or legally required retention.

To make a request, email amteam@avonimedical.com with "Privacy Request" in the subject line, call 866-412-1514, or write to the address in Section 14. Describe the request and provide enough contact information for us to respond. Please do not send medical records or Social Security numbers with an initial privacy request.

We may take reasonable steps to verify identity or an authorized agent's authority before disclosing or changing information. We respond within the period required by applicable law. If a request cannot be fulfilled, we explain the decision and any available appeal procedure. Legal obligations, others' rights, and permitted exceptions may limit particular requests.

Where an appeal right applies, email the same address with "Privacy Appeal" in the subject line and identify the decision you are appealing. We will review the appeal and provide the response and regulator-complaint information required by applicable law. We will not unlawfully discriminate against you for exercising a privacy right.

For requests governed by the Texas Data Privacy and Security Act, we respond without undue delay and within 45 days of receipt. Where permitted, we may extend that period by another 45 days and explain the extension during the initial response period. If we deny an appeal under that Act, we provide information about submitting a complaint to the Texas Attorney General.

9. Health-related information and independent providers

Information about your conditions, symptoms, disability status, treatment, or records can be sensitive. We limit its use and disclosure to appropriate service purposes and other purposes allowed by applicable law, with any required consent or authorization. Additional protections may apply to particular types of records.

Independent physicians may maintain their own medical records and have separate privacy obligations. Contact the relevant provider for requests concerning records the provider maintains. You may contact

Avoni Medical if you need help identifying the appropriate contact or if your request concerns information Avoni Medical maintains.

Healthcare privacy notices and medical-record authorizations provided in connection with your services apply according to their terms and applicable law. Website use or acceptance of this policy does not itself authorize access to or disclosure of your medical records.

10. Retention

We retain information for as long as reasonably needed for the purposes described in this policy, subject to applicable recordkeeping requirements. Factors include the nature of the record, the requested service, contractual and legal obligations, communication preferences, and the need to address disputes, security incidents, or lawful requests.

When information is no longer needed, we delete it or otherwise dispose of it under the applicable retention and disposal process. Some medical, financial, legal, or consent records may need to be retained despite a deletion request.

11. Security and incidents

We use reasonable administrative, technical, and physical measures designed to protect information, appropriate to its sensitivity and applicable requirements. No website, transmission method, or storage system can be guaranteed completely secure. If an incident requires notification, we provide notices as required by applicable law.

12. Children and third-party websites

Our website is intended for adults and is not directed to children under 13. If you believe a child has provided personal information directly to us through the website, contact us so we can review and take appropriate action. A veteran's entry of dependent counts in the calculator does not require a child's name or identifying information.

Links to external websites, independent providers, lenders, or other services are governed by those parties' privacy practices. Review their notices before providing information. This policy addresses Avoni Medical's handling of information and does not control those independent parties' practices.

13. Changes to this policy

We may update this policy when our practices or applicable requirements change. We identify the current version using the "Last updated" date at the top of the policy and provide additional notice or obtain new permission when required by law. A policy update does not itself supply consent for a new use or disclosure requiring separate permission.

14. Contact us

ESP Tech Enterprises LLC doing business as Avoni Medical

Attention: Privacy Requests

Email: amteam@avonimedical.com

Phone: 866-412-1514

Address: 539 W. Commerce St #1562, Dallas, TX 75208

Website: <https://www.avonimedical.com>