Royalty Medical Solutions Privacy Policy

Effective date:11/10/2026
Last updated: 11/10/2026

[Actual revision date]Royalty Business Solutions, Inc., doing business as Royalty Medical Solutions ("RMS," "we," "us," or "our"), respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information through royaltymedicalsolutions.com, our landing pages, free-resource forms, appointment forms, and related business communications.

This policy covers information RMS handles for its own business purposes. Information we process on behalf of a client may instead be governed by our agreement with that client and the client's instructions and privacy notices. Separately operated websites, including Stillhouse Staffing LLC, have their own privacy practices.

1. Information we collect

Depending on how you interact with us, we collect:

- Contact information you provide, such as your name, email address, telephone number, business name, job title, and business address.
- Inquiry and appointment information, such as your service interests, scheduling details, business needs, and information you include in forms or correspondence.
- Marketing preferences, including resource requests, subscriptions, consent records, and unsubscribe requests.
- Professional information you submit for recruitment or provider enrollment services, such as resumes, work history, qualifications, licenses, and provider identifiers. Additional sensitive documents, if necessary for a service, should be provided only through an approved secure process.
- Website and device information collected by our hosting and website tools, such as IP address, browser and device details, referring pages, pages visited, and dates and times of visits.

We receive information directly from you, through our website and communication tools, and, when relevant to requested services, from your authorized organization, professional references, public professional sources, or service partners.

2. How we use information

We use personal information to:

- Deliver requested guides, downloads, and educational resources.
- Respond to inquiries, schedule appointments, and communicate about services.
- Provide consulting, credentialing, provider enrollment, payer contracting, recruitment, retention, and workforce training services.
- Send newsletters, business education, and promotional messages consistent with your choices and applicable law.
- Maintain business records, document permissions, and honor communication preferences.
- Operate and improve our website and services, prevent misuse, resolve disputes, and meet legal obligations.

Requesting a free resource does not authorize marketing calls or texts. Where required, we obtain separate consent for those communications.

3. How we disclose information

We disclose information as reasonably necessary for the purposes described above to:

- Service providers supporting website hosting, customer relationship management, email delivery, scheduling, document storage, and business operations. These providers may receive contact, inquiry, communication, professional, or technical information needed for their work.
- Organizations involved in a service you request or authorize. For example, recruitment may require sharing professional information with prospective employers, and provider enrollment may require sharing provider information with payers or credentialing organizations.
- Our legal, accounting, insurance, and other professional advisers as needed.
- Authorities or other parties when required by law or reasonably necessary to protect rights, safety, security, or prevent fraud.
- Parties involved in a proposed or completed merger, acquisition, financing, or transfer of business assets, subject to applicable legal protections.

We may also disclose information when you direct us to do so or provide appropriate permission. Visiting our website does not itself authorize us to send your information to Stillhouse Staffing or another business for its independent marketing.

4. Cookies analytics and advertising

Our website and embedded tools may use cookies or similar technologies to support functions such as form submission, scheduling, and remembering preferences. You can manage cookies through your browser; blocking some cookies may affect site functions.

We use GoHighLevel (GHL) to manage email subscriptions, deliver requested resources, and communicate about Royalty Medical Solutions' services. Our GHL setup tracks interactions, which may include email opens, link clicks, form submissions, and website activity. We use this information to understand engagement and improve our communications and marketing.

We plan to advertise this page on Facebook and Instagram. Running these ads does not, by itself, mean that Meta tracking tools are installed on our website.

Browser privacy signals

[COMPLETE BEFORE PUBLICATION: Describe the website's actual response to browser Do Not Track signals. Separately explain how legally required opt-out preference signals, including Global Privacy Control where applicable, are honored. Do not treat these signals as interchangeable or promise functionality that has not been implemented.]

5. Email communications

When you request a resource or contact us, we use your information to fulfill that request and respond. If you join our email list, we use your email address to send information about Royalty Medical Solutions' services, as disclosed at signup. We use GHL to manage these communications and measure email engagement as described in Section 4.

You may unsubscribe from marketing emails using the unsubscribe link in those messages or by contacting us below. We honor marketing email opt-out requests within the period required by law. You may still receive nonmarketing messages needed to fulfill an active request, administer a service, or meet legal obligations.

6. Text messaging

If you separately enroll in our text messaging program, we use your number, consent records, and message history to send the types of messages described when you enroll. Marketing text consent is not a condition of purchasing services. Message frequency varies, and message and data rates may apply. Reply STOP to opt out or HELP for assistance, or contact us below.

We do not sell or share mobile numbers or text messaging opt-in data and consent with third parties or affiliates for their own marketing or promotional purposes. We may disclose this information to providers supporting delivery and operation of our messaging program, or as required by law.

This Privacy Policy does not itself obtain your consent to receive marketing texts or automated calls.

7. Your privacy choices and requests

You may contact us to request access to, correction of, or deletion of personal information we hold about you. Depending on your location, applicable law, and whether that law applies to RMS and the information involved, you may also have rights to obtain a portable copy, opt out of sale, sharing, targeted advertising, or certain profiling, limit certain uses of sensitive information, or appeal a denied request.

Submit a request by emailing claudiaA@royaltymedicalsolutions.com or writing to the address below. Include enough information to identify your relationship with RMS and the request you wish to make. Do not send passwords, Social Security numbers, or patient information with your request. We may need to verify your identity or an authorized agent's authority using information appropriate to the request.

We respond within applicable legal deadlines. Some information may be retained when permitted or required for legal obligations, security, recordkeeping, or establishing or defending legal claims. We will explain a denial where required. We do not unlawfully discriminate against individuals for exercising privacy rights.

Where an appeal right applies, send an email to [CONFIRMED PRIVACY CONTACT EMAIL] with the subject "Privacy Request Appeal" and explain the decision you want reviewed. We will respond within the applicable deadline and, where required, explain how to contact the appropriate state regulator if the appeal is denied.

8. Retention

We retain personal information for as long as reasonably necessary for the purposes described in this policy, including providing requested services, maintaining required business records, resolving disputes, and meeting legal obligations. Retention depends on the information's sensitivity, the nature of the relationship, contractual requirements, applicable law, and legitimate recordkeeping needs. We may keep limited suppression records to respect opt-out requests.

9. Security

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. No website, transmission method, or storage system is completely secure, and we cannot guarantee absolute security. Please use only the approved secure channels we provide for confidential service documents.

10. Patient information and sensitive documents

RMS provides business and operational services. Our public website forms are not intended to collect patient records or protected health information. Do not submit patient information, Social

Security numbers, passwords, financial account details, or other highly sensitive documents through general contact forms, freebie forms, or ordinary email.

If a service requires sensitive information, contact us first for an approved secure submission method. Where RMS processes protected health information on a client's behalf, applicable law and any required business associate agreement govern that processing. This website policy is not a HIPAA Notice of Privacy Practices and does not replace one.

11. Children

Our website and services are intended for adults and business professionals, not children under 13. We do not knowingly collect personal information from children under 13. If you believe a child has provided personal information, contact us so we can investigate and take appropriate action.

12. Other websites and service providers

Our pages may link to external websites or embed third-party scheduling and other services. Those providers may process information under their own privacy policies. Please review their notices before submitting information. This policy does not govern independently operated websites merely because RMS links to them.

13. Changes to this policy

We may update this policy as our practices, services, or applicable requirements change. We will post the revised policy here and update the "Last updated" date. When required, we will provide additional notice or obtain consent before making a material change. This policy remains in effect until replaced; a change in calendar year does not automatically create a new policy.

14. Contact us

Royalty Business Solutions, Inc.
Doing business as Royalty Medical Solutions
Attn Privacy Requests
16155 Sierra Lakes Parkway, Suite 160-140
Fontana, California 92336

Email: claudia@royaltymedicalsolutions.com

Website: https://royaltymedicalsolutions.com