



Midwest Medical Transport (dba MEDTRUST Ambulance)

Website Privacy Policy

Last modified: February 24, 2026

Introduction

MMT Ambulance, LLC d/b/a MedTrust (“**MedTrust**” or “**We**” or “**Us**” or “**Our**”), respects your privacy and is committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website ridemedtrust.com (our “**Website**”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this Website.
- In email, text, and other electronic messages between you and this Website.

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by MedTrust or any third party (including our affiliates and subsidiaries); or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Website

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Website, including information:

- By which you may be personally identified, such as name, email, phone number, and the state you live in (“**personal information**”);
- Related to payments such as account numbers, invoice numbers, and payment amounts associated with you;
- That is about you but individually does not identify you; and
- About your internet connection, the equipment you use to access our Website, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies.
- From third parties, for example, our business partners.

Information You Provide to Us

The information we collect on or through our Website may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website, subscribing to our service, or requesting further services. We may also ask you for information when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your search queries on the Website.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies, including Google Analytics, to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.

- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically is only statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Website.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- To allow you to participate in interactive features on our Website.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

Disclosure of Your Information

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of MedTrust's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by MedTrust about our Website users is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our Website Terms and Conditions and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of MedTrust, our customers, or others.

Choices About How We Use and Disclose Your Information

We do not control third parties' collection or use of your information to serve interest-based advertising. However these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

HIPAA

In some circumstances, MedTrust's use, disclosure, access, etc., of your information will be subject to the requirements of the Health Insurance Portability and Accountability Act (commonly known as "HIPAA"). In those circumstances, our [Notice of Privacy Practices](#) and not this Privacy Policy will apply. If

you have questions about which policy applies to the information you have submitted, please do not hesitate to Contact Us.

Accessing and Correcting Your Information

You can review and change your personal information by sending us an email at riskafety@mmtamb.com to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

State Privacy Laws

Depending on your state of residence, you may have rights under applicable state laws concerning the personal information that we collect and maintain about you. These rights may include: (i) the right to access the personal information we maintain; (ii) the right to obtain a copy of the information we maintain about you; (iii) the right to request that we delete certain information we maintain about you; (iv) the right to correct any inaccuracies in the personal information we maintain about you; (v) the right to withdraw your personal information from certain processing activities, including the right to opt out of processing of your personal information for purposes of targeted advertising, sale, or profiling; (vi) the right to know how we have used your personal information, including whether we have shared it with other parties; and (vii) the right to appeal decisions regarding exercising your consumer rights.

The precise scope of these rights may vary by state. You can exercise these rights by contacting riskafety@mmtamb.com. If you exercise your rights under an applicable state law, we will honor your rights to the extent required under such law, or as we may otherwise agree to honor in our sole discretion.

Please submit any privacy-related requests to riskafety@mmtamb.com. Only you, or someone legally authorized to act on your behalf, may submit a privacy rights request. We endeavor to respond to verifiable requests within the time limits established by applicable law. If we need additional time to comply with your request, we will communicate such extension to you, along with the reason for delay. We may ask you to provide additional information in order to verify and facilitate your requests. If we deny your request, we will provide you with additional information regarding how you may appeal our decision, to the extent required by applicable law. We will only use the personal information provided in the request to verify the requestor's identity or authority to make it. To appeal a decision, you may email riskafety@mmtamb.com with the subject line "Privacy Request Appeal."

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. The safety and security of your information also depends on you. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Children Under the Age of 13

Our Website is not intended for children under 13 years of age. No one under age 13 may provide any personal information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Website, register on the Website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or username you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at the contact information listed below.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you by email or through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

MedTrust

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Hanahan, SC 29410

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