

BDD Dustoff Privacy Policy

Effective Date: April 20, 2026 | BDD Dustoff LLC

1. Introduction

BDD Dustoff LLC ("we," "us," or "our") operates the BDD Dustoff platform (the "Service"), accessible at www.bdddustoff.com. This Privacy Policy describes how we collect, use, store, and protect your personal information and Protected Health Information (PHI) when you use our Service. We are committed to safeguarding your privacy and complying with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA), the California Consumer Privacy Act (CCPA), the Virginia Consumer Data Protection Act (VCDPA), and other applicable regulations.

2. Information We Collect

Personal Information: Name, date of birth, mailing address, email address, phone number, military branch, rank, Military Occupation Specialty (MOS/AFSC/Rate), service dates, and ETS date.

Protected Health Information (PHI): Medical records uploaded by you, diagnoses extracted from those records (ICD-10, SNOMED, and eCFR codes), medical conditions, treatment histories, and health-related observations.

Account Information: Authentication credentials managed through our secure authentication provider.

Usage Data: Pages visited, features used, timestamps, and anonymized interaction data used to improve the Service.

Verification Data: Veteran status verification results (via the VA API) and address verification results (via the USPS API). We transmit only the minimum information necessary for verification purposes.

3. How We Use Your Information

We use your information for the following purposes:

Claim Preparation: To analyze your medical records, identify service-connected conditions, generate nexus arguments, and prepare disability claim documentation.

AI-Assisted Analysis: Your medical record text is processed using HIPAA-compliant AI services provided by Anthropic (Claude) to extract diagnoses, match conditions to regulatory criteria, and generate supporting documentation. Processing occurs under a Business Associate Agreement (BAA) with Anthropic.

Veteran Verification: To verify your veteran status through the U.S. Department of Veterans Affairs API using minimal identifying information.

Address Verification: To standardize and verify your mailing address through the United States Postal Service API.

Service Improvement: To improve our platform, fix bugs, and develop new features using aggregated, de-identified data.

Communication: To send you service-related notifications, updates, and support responses.

4. Data Storage and Security

Storage Location: All user data is stored on Supabase infrastructure located in the Eastern United States region. Data is encrypted at rest using AES-256 encryption and in transit using TLS 1.2+.

Access Controls: We implement Row Level Security (RLS) policies ensuring that each user can only access their own data. Administrative access is restricted to authorized personnel using multi-factor authentication.

HIPAA Compliance: We maintain HIPAA-aligned practices for all PHI handling, including: encryption at rest and in transit, access logging and audit trails, minimum necessary access principles, Business Associate Agreements with third-party processors, and regular security reviews.

Data Retention: Your data is retained for as long as your account is active. Upon account deletion, all personal data and PHI are permanently removed within 30 days. De-identified, aggregated data may be retained for analytical purposes.

5. Third-Party Services

We share your information with the following third parties, solely for the purposes described:

Anthropic (AI Processing): Medical record text is processed by Anthropic's Claude AI model under a HIPAA-compliant Business Associate Agreement. Anthropic does not retain your data after processing.

Supabase (Data Storage): Your data is stored in Supabase's US-based infrastructure under their security and privacy commitments.

U.S. Department of Veterans Affairs (Verification): Minimal identifying information is transmitted to verify veteran status through the official VA Lighthouse API.

U.S. Postal Service (Address Verification): Your mailing address is transmitted to the USPS Address Verification API for standardization.

We do not sell, rent, or trade your personal information or PHI to any third party. We do not use third-party advertising or analytics trackers.

6. Your Rights

Depending on your state of residence, you may have the following rights:

Access: You may request a copy of all personal information and PHI we hold about you.

Correction: You may request that we correct any inaccurate information.

Deletion: You may request deletion of your account and all associated data.

Portability: You may request your data in a commonly used, machine-readable format.

Opt-Out: You may opt out of non-essential data processing.

HIPAA Rights: You have the right to request an accounting of disclosures of your PHI, request restrictions on certain uses, and receive a copy of this Privacy Policy.

To exercise any of these rights, contact us at info@bdddustoff.com.

7. Children and Age Restrictions

The Service is intended for individuals aged 18 and older. We do not knowingly collect personal information from individuals under 18. If we become aware that we have collected information from a minor, we will promptly delete it.

8. Data Breach Notification

In the event of a data breach involving your personal information or PHI, we will notify affected individuals within 72 hours of discovery, as required by applicable law. Notification will be sent via email to the address associated with your account and, where required, to relevant regulatory authorities.

9. State-Specific Disclosures

California Residents (CCPA/CPRA): You have the right to know what personal information is collected, request deletion, and opt out of the sale of personal information. We do not sell personal information.

Virginia Residents (VCDPA): You have rights to access, correct, delete, and obtain a copy of your personal data. You may appeal our decisions regarding your requests.

Colorado Residents (CPA): You have similar rights to access, correct, delete, and port your data, as well as the right to opt out of targeted advertising.

10. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy on our website and updating the effective date. Continued use of the Service after changes constitutes acceptance of the revised policy.

11. Contact Us

If you have questions about this Privacy Policy or wish to exercise your rights, please contact us:

BDD Dustoff LLC Email: info@bdddustoff.com Website: www.bdddustoff.com