

Privacy Policy for RxPredict

Effective Date: May 26, 2026

RxPredict provides a pharmacy inventory management and demand forecasting platform for licensed pharmacies and pharmacy organizations. This Privacy Policy explains what information we collect, how we use it, how it is stored, and the rights and responsibilities of customers using the platform. RxPredict is a business-to-business (B2B) software service intended for licensed pharmacies and pharmacy staff and is not intended for direct consumer use.

RxPredict allows pharmacy organizations to upload dispensing and inventory data, monitor inventory levels, receive AI-generated reorder recommendations and alerts, and forecast future medication demand. In most cases, the pharmacy organization using RxPredict is the data controller for any pharmacy or dispensing data uploaded into the platform, while RxPredict acts as a data processor that processes information solely on behalf of the pharmacy in order to provide the service.

I. WHAT DATA WE COLLECT

When a pharmacy organization creates an account, we may collect organization and pharmacy information such as the pharmacy or business name, business address, phone number, pharmacy license number, and organization preferences or settings.

User authentication and account management are provided through Clerk. Through this authentication process, we may receive or store user information including names, email addresses, organization memberships, user roles, and authentication-related metadata necessary for account access and security. Passwords and authentication credentials are managed by Clerk and are not stored directly by RxPredict.

Pharmacy organizations may upload operational records into the platform, including dispensing records and inventory snapshots. Dispensing records may include medication names, NDC numbers, quantities dispensed, and dispensing dates. RxPredict is designed so pharmacies do not need to upload direct patient identifiers such as patient names, addresses, or social security numbers. However, uploaded records may still contain information that could indirectly relate to a patient depending on how a pharmacy structures or exports its records.

Inventory snapshot data may include stock levels, expiry dates, medication costs, supplier names, and related purchasing or inventory information.

RxPredict also generates derived operational data from uploaded records, including demand forecasts, reorder recommendations, inventory alerts, trend analysis, cached calculations, and other analytical outputs. These generated forecasts and alerts are created solely from the uploaded pharmacy data and are used only to provide the forecasting and inventory management features of the service.

II. HOW WE USE DATA

We use collected information only to operate, maintain, secure, and improve the RxPredict platform for the pharmacy organizations using the service. This includes authenticating users, processing uploaded records, generating forecasts and recommendations, creating alerts, supporting customer accounts, troubleshooting issues, maintaining system reliability, and improving platform functionality.

RxPredict does not sell customer data, use customer data for advertising, share customer data with data brokers, or use uploaded pharmacy data to train public AI models.

III. THIRD-PARTY SERVICE PROVIDERS

RxPredict relies on the following infrastructure providers to operate the service.

1. Authentication Provider

Authentication and account management are provided by Clerk.

Clerk processes account and authentication information necessary for secure sign-in and organization management.

2. Hosting Provider

The RxPredict web application is hosted by Vercel.

Vercel may process limited technical information necessary to deliver and secure the application.

3. Database Provider

Application data is stored using PostgreSQL databases hosted by Neon.

Data is stored in the United States.

RxPredict does not use third-party advertising networks or third-party analytics platforms.

We only share data with service providers when necessary to operate the platform.

IV. DATA STORAGE AND SECURITY

We use commercially reasonable administrative, technical, and organizational safeguards to protect customer data. Security measures may include encrypted HTTPS/TLS connections, access controls, organization-level data isolation, restricted administrative access, and secure cloud infrastructure practices.

While we work to protect customer information from unauthorized access, disclosure, or misuse, no system can guarantee absolute security.

V. DATA RETENTION

Pharmacy organizations retain control over the data they upload into RxPredict. Uploaded dispensing records, inventory data, forecasts, alerts, cached analytical results, and related operational data remain in the system until deleted by the pharmacy organization or removed during account closure and retention procedures.

Forecasts, alerts, and cached outputs derived from uploaded data are deleted when the related source data is deleted. Pharmacies can delete uploaded records and related information directly from within the application.

We may retain limited technical logs, backups, or security records for a limited period where reasonably necessary for operational continuity, security, compliance, or disaster recovery purposes.

VI. YOUR RIGHTS AND RESPONSIBILITIES

Because RxPredict is a B2B platform, pharmacy organizations are generally responsible for determining what information is uploaded into the system and ensuring that uploaded data complies with applicable laws and regulations. Pharmacy organizations are also responsible for responding to requests or obligations relating to patient or regulatory rights associated with uploaded data.

Authorized users may access, update, or delete their organization's information according to their assigned permissions within the platform.

VII. INTERNATIONAL DATA TRANSFERS

RxPredict infrastructure and databases are currently hosted in the United States. By using the platform, pharmacy organizations understand that uploaded data may be processed and stored in the United States.

VIII. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes to the platform, operational practices, legal requirements, or service offerings. When material changes are made, we will update the Effective Date above and may provide additional notice through the platform or by email.

IX. CONTACT INFORMATION

If you have questions about this Privacy Policy or RxPredict's data practices, please contact:

Email: mkaavihs@mkhht.com

Phone: (469)638-1458

Website: mkhht.com