

Privacy Policy

Last Updated: September 28, 2026

Ark Clinical Research (“Ark,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit our website, submit an online form, respond to an advertisement, communicate with us, or otherwise interact with Ark Clinical Research.

Information We Collect

We may collect personal information that you voluntarily provide to us, including:

- Name, email address, and phone number
- Age or date of birth, gender, and ethnicity
- Areas of interest and information related to your interest in clinical research opportunities
- Health-related information you voluntarily provide through an inquiry, prescreening, health assessment, or other form
- Communications and other information you provide when contacting us

Providing information through an inquiry or recruitment form does not enroll you in a clinical trial or guarantee eligibility for any study.

When you visit our website, we may also automatically collect information such as your IP address, browser or device information, pages visited, and information about how you interact with our website.

How We Use Your Information

We may use personal information to:

- Respond to inquiries and contact individuals who have expressed interest in clinical research
- Evaluate potential interest in or eligibility for current or future research studies
- Schedule appointments, health assessments, prescreening visits, or other services
- Send appointment confirmations, reminders, and follow-up communications
- Provide information about current or upcoming clinical research opportunities
- Improve our website, services, outreach, recruitment activities, and patient experience

- Analyze website, advertising, and recruitment performance
- Maintain appropriate records, protect our systems, and comply with legal and regulatory requirements

Cookies, Advertising, and Social Media

We may use cookies, pixels, analytics tools, and similar technologies to understand website usage, improve functionality, analyze traffic, measure advertising performance, and support outreach and marketing activities. These technologies may be provided by third parties.

We may also use third-party advertising and social media platforms to provide information about Ark and clinical research opportunities. If you submit information through an advertisement, social media lead form, or other third-party platform, that information may be transmitted to Ark. Your interaction with those platforms may also be subject to their own privacy policies.

Some browsers offer a “Do Not Track” setting. Our website may not respond to legacy Do Not Track signals. Where required by applicable law, Ark will honor legally recognized opt-out preference signals, such as Global Privacy Control.

Health and Sensitive Personal Information

Information you voluntarily provide may include health-related information or other information considered sensitive under applicable law, including racial or ethnic origin. We may use this information for recruitment, prescreening, evaluating potential study eligibility, responding to your requests, providing requested services, maintaining appropriate records, and meeting legal, regulatory, or research-related obligations.

If you later participate in a clinical research study or receive services subject to additional health or research privacy requirements, separate notices, authorizations, informed consent documents, or other privacy protections may apply. This website Privacy Policy does not replace any Notice of Privacy Practices, HIPAA authorization, informed consent document, or study-specific privacy notice that may separately apply.

Text Messaging and SMS

If you provide your mobile phone number and consent to receive text messages from Ark, we may send messages related to your inquiry, clinical research opportunities, appointment scheduling and reminders, follow-up communications, and other Ark services or programs. Message frequency may vary. Message and data rates may apply.

You may opt out at any time by replying STOP. Reply HELP for assistance or contact Ark at (562) 997-1000. Consent to receive text messages is not a condition of receiving services or participating in a clinical research study.

Mobile phone numbers, SMS opt-in information, and text messaging consent will not be sold, rented, or shared with third parties or affiliates for their own marketing or promotional purposes. Service providers may receive information only as necessary to support communications on our behalf.

How We Share Information

Ark does not sell personal information for monetary compensation. We may disclose personal information to service providers that support our website, communications, data management, analytics, advertising, recruitment, and other operations; when appropriate to support clinical research recruitment or prescreening activities; when required or permitted by law; or in connection with a merger, acquisition, restructuring, or similar business transaction.

California law may define “sale” and “sharing” more broadly than ordinary use of those terms, including certain disclosures for cross-context behavioral advertising. To the extent Ark engages in activity that constitutes a sale or sharing under applicable California law, Ark will provide and honor applicable opt-out rights.

California Privacy Rights

California residents may have additional privacy rights. To the extent the California Consumer Privacy Act, as amended by the California Privacy Rights Act (“CCPA”), applies to Ark and to the information at issue, applicable rights may include the right to know or access personal information, request deletion, request correction, opt out of the sale or sharing of personal information, limit certain uses or disclosures of sensitive personal information, and exercise privacy rights without discriminatory treatment.

These rights are subject to applicable exceptions and limitations. Certain information may be excluded from the scope of the CCPA, including information collected as part of qualifying clinical research conducted under applicable human-subject protection, privacy, security, and good clinical practice requirements, as well as certain medical or protected health information governed by HIPAA or the California Confidentiality of Medical Information Act (CMIA). Other legal, regulatory, contractual, and research record-retention requirements may also limit particular requests.

We may need to verify your identity or authority before completing certain requests. To

submit a privacy request or ask questions about your California privacy rights, contact Ark Clinical Research at (562) 997-1000.

Data Retention and Security

We retain personal information for as long as reasonably necessary for the purposes for which it was collected and to satisfy applicable legal, regulatory, contractual, research, and business requirements. Retention periods may vary depending on the type of information and applicable requirements.

Ark uses reasonable administrative, technical, and physical safeguards designed to protect personal information. However, no website, electronic transmission, or storage system can be guaranteed to be completely secure.

Children's Privacy

Ark's general website and recruitment services are not directed to children under 13, and we do not knowingly collect personal information online from children under 13 through our general website without appropriate authorization. Some clinical research studies may include minors when permitted by the study protocol and applicable requirements, in which case additional consent, permission, assent, and privacy requirements may apply.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, technologies, or legal requirements. When we make changes, we will update the "Last Updated" date above.

Contact Us

If you have questions about this Privacy Policy, our privacy practices, or personal information you have provided to Ark, please contact:

Ark Clinical Research
Phone: (562) 997-1000