Persivia CareTrak^{TM} Data Use and Privacy Policy

Introduction

Persivia Inc. ("Persivia") is a healthcare analytics company that helps care providers better manage the care of their patients through one robust platform while also assisting the patients to be an integral part of their care team.

This Data Use and Privacy Policy applies to Persivia's CareSpace® care management platform and its CareTrak^{TM} EHR extension. If you have any questions about our privacy practices, please refer to the end of this Data Use and Privacy Policy for information on how to contact us.

Information We Collect

Persivia's mission is to help manage patient health information, and we do that by collecting certain information (including personal information) about healthcare providers and their patients. "Personal Information" means information that alone or in combination with other information may be used to readily identify, contact, or locate a specific person. It can include name, address, email address, phone number, medical records or certain other patient health data, insurance information, or financial information. Personal information does not include information that has been anonymized, so it does not allow a third party to identify a specific individual easily.

We collect information when:

1. You create a Persivia account. To use the Persivia Platforms, you must create an account. To create a Persivia account, you must provide Personal Information such as name, email address, and password. This information will help Persivia and others you collaborate with to identify you.

2. Build your patient's medical record. As an authorized Persivia user, you can add information to your patient record. You may choose to provide Personal Information such as an address, phone number, date of birth, profile photo, gender, blood type, health conditions, medications, allergies, and body measurements. You may opt to upload important documents to your patient profile, such as medical, lab, insurance, legal, and other documents. You may also choose to include Personal Information about others in your patient profile by providing us with names and contact information for emergency contacts and healthcare providers.

3. Add a caregiver to your patient record. Caregivers like family, friends, or health advocates can help you manage your health care. When you add a caregiver, we ask that you provide their name, relationship to you, and email address.

4. Seek assistance from Persivia. If you contact Persivia with questions or requests, we may collect information from you to assist you.

We or our third-party service providers use cookies and related tools to provide features and services that enhance your Persivia experience. For example, these technologies may allow the Persivia Platforms to recognize your device and log you in automatically, remember your preferences, and analyze how you use the Persivia Platforms so we can improve your experience.

A "cookie" is a small text file that may be stored on the hard drive of a computer or device when you access a website. When you visit the Persivia Platforms, we may assign your device one or more cookies to facilitate access to our site and to personalize your online experience. You may refuse the service of cookies to your device or delete any existing cookies by changing your browser preferences. If you refuse or delete cookies, you may not be able to take advantage of all features and functionality of the Persivia Platforms.

Persivia may automatically collect information from your browser or device when you use the Persivia Platforms. This information may include an IP address, device identifier and location, browser type, access times, the content of any undeleted cookies your browser received from us, and other non-personally identifiable information that can help us optimize the Persivia Platforms and services.

How We Use Information We Collect

We may use information (including Personal Information) to:

1. Communicate with you. We may send emails to the email address you provide us to verify your account and for informational and operational purposes, such as account management, customer service, and system maintenance, or to provide the information we think may interest you. We may also communicate with you through the Persivia Platforms or other means enabled by the Persivia Platforms, such as through text messages, push notifications, or in-app messaging. You may adjust your communications preferences in your Persivia account settings at any time or by unsubscribing from our marketing emails using the link provided at the bottom of those emails.

2. Communicate with others at your request. If you choose to use Persivia to share information with others, we may require Personal Information such as names, email addresses, fax numbers, or other contact information.

3. Customize your Persivia experience. We use the information we collect through the Persivia Platforms to customize your Persivia experience.

4. Organize and analyze your patient's health information. When you share information or we receive it from others, our employees and service providers may review that information to categorize and organize it for you.

5. Provide and improve the Persivia Platforms. We use information (including Personal Information) for internal and service-related purposes and may provide it to third parties as necessary to allow us to facilitate or improve the Persivia Platforms.

We may aggregate or de-identify data collected through the Persivia Platforms and use it for any purpose.

How We May Share Information

Persivia does not share your Personal Information with other people or non-affiliated companies for any purposes, unless we have your permission. We may share aggregate or de-identified data with third parties for any purpose. We may share information (including Personal Information) as follows:

1. We may share your Personal Information or other information about you with third parties when we have your permission or at your direction, including when you direct us to send information to a healthcare provider.

2. When you add a family member or caregiver to a patient record. We may share information about your patient according to your settings in the Persivia platforms. We are not responsible for the privacy practices or actions of any third party with whom you choose to share information.

3. With our vendors and service providers. We may share any information we receive with vendors and service providers retained by us only to support or improve the Persivia Platforms.

4. We may access, preserve, and disclose your Personal Information, other account information, and content if we believe doing so, is required or appropriate to comply with law enforcement requests and legal processes, such as a court order or subpoena; defend against legal claims; respond to your requests; protect the rights, property, and safety of you, Persivia, or others; or as otherwise required by law.

5. If we are involved in a merger, acquisition, financing, reorganization, or other substantial corporate transaction, or in the unlikely event of bankruptcy, any information we possess, including Personal Information, may be shared or transferred as part of such a transaction as permitted by law and/or contract.

Your Options

Persivia offers you several ways to control the collection and use of your information when you use the Persivia Platforms. Your options include the following:

1. Except as set forth elsewhere in this Data Use and Privacy Policy, we share Personal Information with third parties only at your request and with your specific authorization.

2. You can review the information you or others have shared by logging into your Persivia account. You can modify or delete any information you have provided us at any time.

3. If you no longer desire to use the Persivia Platforms, you may close your account. After you close your account, you will not be able to sign in to the Persivia Platforms or access any of your information. However, you can open a new account at

any time. If you close your Persivia account, we have no obligation to retain your information and may delete any or all of your account information without liability. We may retain and use de-identified information as described below. Please note that if you have provided or shared information with third parties, retention of that information by them will be subject to those third parties' policies and practices.

Information Security

We take steps to ensure that information is treated securely and in accordance with this Data Use and Privacy Policy. Unfortunately, neither the Internet nor any form of electronic storage can be guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information provided to us. We do not accept liability for any unintentional disclosure.

By using the Persivia Platforms or providing an email address to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the Persivia Platforms.

Data Retention

We will retain your information for as long as your account is active or as needed to provide you with the Persivia Platforms. We will retain and use your information as necessary to comply with our legal obligations, prevent fraud or abuse, resolve disputes, enforce our agreements, or take other actions permitted by law. Anonymous or aggregated information that does not identify you personally may be retained indefinitely.

Children's Privacy

We do not knowingly collect, maintain, or use Personal Information from children under 13 years of age, and no part of the Persivia Platforms is designed for or directed to children under the age of 13. If we learn that we have collected any Personal Information from children under 13, we will promptly take steps to delete such information and terminate any account created by such children. If you learn that your child has provided us with Personal Information without your consent, you may alert us at support@persivia.com.

International Users

Persivia is located in the United States. By choosing to use the Persivia Platforms or otherwise provide information to us, you agree that any dispute over privacy or the terms contained in this Data Use and Privacy Policy will be governed by U.S. laws and that the adjudication of any disputes arising in connection with Persivia or the Persivia Platforms will be in accordance with our Terms of Service.

If you are visiting or using the Persivia Platforms from the European Union or other regions with laws governing data collection and use, please note that you are agreeing to transfer your information to the United States and to processing globally. By providing your information, you consent to any transfer and processing in accordance with this Data Use and Privacy Policy.

Updates To This Data Use and Privacy Policy

We may update this Data Use and Privacy Policy from time to time to reflect changes to our information practices. If we decide to change this Data Use and Privacy Policy, we will post the changes on this page so that you are aware of our practices. If we make a material change in how we collect, use, or disclose Personal Information, we will make reasonable efforts to provide notice through the Persivia Platforms and obtain consent to any such uses as may be required by law. We encourage you to periodically review this page for the latest information on our privacy practices.

Contact Us

If you have questions or comments about this Data Use and Privacy Policy, please contact us at [support@persivia.com.](mailto:support@persivia.com)