

HELLOPATIENT PRIVACY POLICY

Introduction

We, CaseDrive, LLC ("CaseDrive", "we", "us") power healthcare solutions, such as the HelloPatient app, which are on behalf of your healthcare provider (our "Services"). These Services which include applications, websites and mobile devices, may allow you to communicate, coordinate and manage your appointments with your healthcare provider. When you use the Services, our collection and handling of your information is regulated by the Health Insurance Portability and Accountability Act ("HIPAA") and our agreements with your healthcare provider. This Privacy Policy ("Policy") describes our practices with respect to the information we obtain about you through the Services in our role as a Business Associate to your healthcare provider.

You may also receive a HIPAA Notice of Privacy Practices from your healthcare provider. If that HIPAA Notice of Privacy Practice conflicts with any provision in this Privacy Policy, your healthcare provider's HIPAA Notice of Privacy Practices will control. We do not control and are not responsible for your healthcare provider's privacy practices. For questions on those practices, please consult your healthcare provider.

Because the information we collect under this Privacy Notice is regulated by HIPAA, it may be exempt from certain U.S. state privacy laws. You may contact us if you have questions about these exemptions.

Any unauthorized registration for, access or use of our Services, client accounts or Third Party Platforms is strictly prohibited.

1. Collection of Information

In accordance with our agreements with your healthcare provider, we may collect your information in the following ways:

- We collect information you provide us if you access, voluntarily enter information into, or sign up for or request our Services. The information we collect directly from you may include information related to, your name, email address, date of birth, contact information, health insurance carrier and plan, phone number(s), information related to your healthcare provider, medical information you provide to us, information related to your payment, and information related to family members and other individuals who are associated with your account.
- You may also have the option, in certain instances, to enter additional information in free text fields or send messages to your healthcare provider so that, for example, they can manage your requested services or visit. You may also be allowed to upload identification cards as well using our Services that can be accessed by your healthcare provider.
- When you visit our websites, interact with any mobile applications or use our Services, we may gather certain information about your visit/use of the Services and your device. The information we automatically collect includes data about your device (for example, device ID, browser type), language preferences, IP address, information about when you accessed or registered, modified, logged in/out of the Services information related to actions taken on the site and information related to your operating system. We may also collect information that allows us connect the devices that you use to connect to the Services (such as your cell phone and your computer or device).

- We may also collect information related to your use of the Services, including any permissions you set, authorizations you provide (including authorizations and information related to any third party platforms you use or access through your accounts), your language and communication preferences, security related information (such as your account credentials, of failed login attempts, timeouts, past passwords, security questions for identity or account validation, number and frequency of username or password resets, and access attempts), and geolocation information.
 - In addition, we may collect other information as permitted under applicable law or our agreements with your healthcare providers.
 - We do not collect precise location information unless you elect to enable location services on your device, but we do receive information about your general location at a city or zip code level through your computer's IP address and your mobile device.
-

2. Uses of Information

We use your information in accordance with HIPAA and our agreements with your healthcare provider. This includes, for example:

- We use your information to provide, operate, support, promote, and improve the Services, including through the development of new tools and features.
- We use your information to communicate with you about the Service. These communications may be sent through a variety of channels, including on-site or in-app notifications and email. We also use your information to process, store, and transmit your communications through the Service.
- To provide, enhance, secure, support and improve the Services we provide to you and your healthcare provider. This includes to communicate with you in connection with the Services as well as communications related to new features, feedback requests, technical notices and administrative messages.
- For data analysis, our internal management/operations, audits, and compliance with all applicable laws, regulations, and law enforcement requirements;
- To enable cross-device/cross-context tracking for your log in with your HelloPatient account;
- To fulfill or meet the reason you provided the information, such as registering you for the Services; and
- To plan and execute security and risk control measures, like fraud and abuse detection and prevention for CaseDrive or your healthcare provider.

Other Uses of Your Information

We also use your information to detect, investigate, and prevent fraudulent, harmful, unauthorized, unethical or illegal activities to protect the rights, safety and property of CaseDrive, our users and others, including through the enforcement of the [HelloPatient Terms and Conditions](#), in connection with legal proceedings, including arbitration, and to comply with our legal obligations. Also, we may create anonymous, aggregated or de-identified data from your personal information and other individuals whose personal information we collect. We may use this anonymous, aggregated or de-identified data and share it with third parties for our lawful business purposes, including to analyze and improve the Services and promote our business.

3. Sharing of Information

In general, we share your information only in accordance with HIPAA and our agreements with your healthcare provider. This includes, for example:

- With your healthcare provider in the context of providing the Services to your healthcare provider as well as to comply with the contractual obligations we may have to your healthcare provider;
- With our third-party vendors, consultants, agents, or other service providers or other third parties we use to help us provide or improve the Services;
- With third parties that your healthcare provider has directed us to share your information, such as in accordance with your authorization or request;
- That you consent to or direct us to send/receive information to/from pursuant to our agreements with your provider;
- When we are complying with laws or responding to lawful requests and legal processes or responding to an emergency situation;
- When we believe it is necessary to protect our rights and the security of the Services, to protect the rights and security of our customers or partners, to avoid liability, and to avoid violations of the law; or
- In connection with or during negotiation or consummation of any merger, divestiture, restructuring, reorganization, financing, acquisition, or bankruptcy transaction or proceeding involving sale or transfer of all or a portion of our business or assets to another company.

We may have the right under our agreements with your healthcare provider to de-identify data in accordance with HIPAA. We may sell or disclose such de-identified information to third parties. We also may share your personal information with a third party in a manner not addressed by this policy with your consent.

4. Electronic Communications

In connection with your accounts created through your use of the Services, HelloPatient may need to send business, informational, support and security related messages (whether texts, alerts or calls) to all telephone numbers, including cellular numbers or mobile devices, you choose to provide on your accounts. You agree such texts or calls may be pre-recorded messages or placed with an automatic telephone dialing system. In addition, you agree that HelloPatient may send service or account related text messages to cellular phone numbers you provide, and you agree to accept and pay all carrier message and data rates that apply to such text messages.

If you choose to provide an e-mail or other electronic address on your account, you acknowledge and consent to receive business and informational messages relating to your account at the address, and you represent and warrant that such address is your correct address and is not accessible or viewable by any other person.

5. Cookies and Similar Technologies

Online tracking technologies ("Tracking Technologies") are generally scripts or code on a website or mobile app used to gather information about users as they interact with the website or mobile app. After information is collected through Tracking Technologies from websites or mobile apps, it is then analyzed by owners of the website or mobile app ("website owner" or "mobile app owner"), or third parties, to create insights about users' online activities. are used to collect and analyze information about how users interact with websites or mobile applications.

We use Tracking Technologies as a part of the provision of Services to our healthcare provider clients (your healthcare provider). We use third party Tracking Technologies only in instances where: (1) disclosure of information collected by such third party Tracking Technologies is permitted by law; (2) appropriate contractual assurances are in place with such third parties, which may include a Business Associate Agreement; and (3) the use and disclosure are permitted by the contractual terms agreed upon between CaseDrive and our Client(s).

6. Third Party Links

The Services may include links to or information about websites, applications, products, services, and solutions that are operated by third parties “Third-Party Platforms”). We do not control and are not responsible for Third Party Platforms or any information you may share with, or access from, any Third-Party Platforms.

7. Security

We employ technical, administrative and physical safeguards designed to protect your personal information from unauthorized disclosure. However, security cannot be guaranteed against all threats. You should take steps to protect against unauthorized access to your password, phone, and computer by, among other things, signing off after using a shared computer, choosing a complex password that nobody else knows or can easily guess, and keeping your log-in credentials private. We are not responsible for any lost, stolen, or compromised passwords or for any unauthorized account activity.

8. Data Retention

We retain your information for as long as permitted under our contracts with your healthcare providers or as needed to comply with our legal obligations, to resolve disputes, and to enforce our legal rights, policies, terms and agreements. If we delete some or all of your personal information, we may continue to retain and use aggregate or anonymous data previously collected and/or aggregate or anonymize your personal information.

9. Choices Regarding Personal Information

Your Account and Profile Information.

If you have registered a HelloPatient account, you may review your personal information through your Profile. If you would like to submit an update request to us directly, please contact us at support@casedrive.co.

Opting Out of Marketing Emails

You may opt-out of receiving marketing emails from HelloPatient at any time by opting out via the link the email footer, adjusting your account settings or sending an opt-out request to support@casedrive.co. Please be aware that you cannot opt-out of receiving service messages from us including security and legal notices.

Google Analytics

We may use Google Analytics to recognize you and link the devices you use when you visit the Service on your browser or mobile device. Google Analytics allows us to better understand how our users interact with the Service and to tailor our content to you. For information on how Google Analytics collects and processes data, as well as how you can control information sent to Google, review Google's site "How Google uses information from sites or apps that use our services" currently located at www.google.com/policies/privacy/partners. You can learn about Google Analytics' currently available opt-outs, including the Google Analytics Browser Ad-On here <https://tools.google.com/dlpage/gaoptout>.

Push Notifications

If you consent to receive push notifications, you may withdraw your consent at any time by adjusting the appropriate operating system settings on your mobile device or within the HelloPatient notification settings.

10. Changes to this Privacy Policy

We reserve the right to modify this privacy policy at any time and in our sole discretion. When we make a change, we will update the "Effective Date" and post the updated policy on or through the Service. We may, and if required by law, will also provide notification of changes in another way that we believe is reasonably likely to reach you, such as by e-mail (if you have an account where we have your contact information) or another manner through the Service. Any modifications to this privacy policy will be effective upon posting or as otherwise indicated at the time of posting. In all cases, by continuing to use the Service after posting of the updated policy, you are consenting to the changes. If you object to any changes, you may opt out of your account by contacting support@casedrive.co.

11. California and Colorado Privacy Notice

Consumers residing in California or Colorado are afforded certain additional rights with respect to their Personal Information under the California Consumer Privacy Act of 2018 ("CCPA") and Colorado Privacy Act of 2023 ("CPA"). If you are a California or Colorado resident, this section applies to you. In addition to the rights as explained in this Policy, California and Colorado residents who provide Personal Information as defined in the statute to obtain Services for personal, family, or household use are entitled to request and obtain from us, once a calendar year, information about the categories and specific pieces of Personal Information we have collected and disclosed.

Furthermore, California and Colorado residents have the right to request deletion of their Personal Information or opt out of the sale of their Personal Information which may include selling, disclosing, or transferring Personal Information to another business or a third party for monetary or other valuable consideration. To do so, simply contact us. We will not discriminate against you if you exercise your rights under the CCPA or CPA.

12. Contact Us

If you have any questions about this policy or CaseDrive's privacy practices, you may reach us at any time by emailing support@casedrive.co. or by contacting us at:

CaseDrive
ATTN: Privacy Policy
505 Strander Blvd
Tukwila, WA 98088 USA

Last Updated August 2, 2024