

VaxSupport PRIVACY POLICY

Last updated: March 1, 2025

VaxSupport (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy describes how we collect, use, and protect your information when you access our AI-powered vaccine education assistant (the “Assistant”).

Please read our Privacy Policy carefully to understand how we collect, use, protect, or otherwise handle your personal information. By using VaxSupport, you agree to this Privacy Policy. If you do not agree, please discontinue use of the Platform

By using our Assistant, you agree to the collection and use of your Personal Information under this policy.

1. Changes to this Privacy Policy

We reserve the right to change this Privacy Policy. We will notify you when material updates are made to give you to withdraw previously given consent or to deny further use of your data. Changes to this Privacy Policy may be necessary due to new developments, services, or changes in relevant laws.

2. Information We Collect

2.1 Types of Information. The information we collect depends on the context of your interactions with us, our Assistant, your choices, and the specific features you utilize.

We collect the following types of information:

- **Account Information**—Users are required to create an account to access the Assistant. During account registration, we collect names and emails. We may also collect phone numbers, home country, state/region, and birth year to support potential SMS notifications and gain demographic insights to understand our user base better.
- **AI Chat Interactions**—The Assistant stores chat history to improve AI response quality and for internal analytics. No personally identifiable health data is collected or processed; data is retained for system functionality and training purposes. Users cannot request the deletion of chat history.
- **Web Analytics & Tracking**—We gather standard analytics information such as IP addresses, device details, and browsing patterns. Tracking is implemented universally, and “Do Not Track” browser settings are not honored.
- **Marketing Insights**—Aggregated and non-personalized insights may be utilized for internal analysis and educational purposes. Individual user data is not sold to third parties.

2.2 Information We Receive from Other Sources. Sometimes, we receive your information from third parties (other individuals, marketing services, our transaction processors, and other third-party integrations), which may include:

- Information processed from third-party integrations you set up with us. For example, a third-party integration may give us access to data stored in that third party, which we will process to facilitate the integration.
- Information about you provided to us from other individuals or organizations.

2.3 User Comments and Reviews. We collect information when you post, send, receive, or interact with comments or reviews related to our Assistant. This includes any feedback or remarks you provide about AI-generated responses or your experience with the Assistant. To maintain a safe and constructive environment for all users, we may employ automated moderation tools to manage or block content that breaches our terms of use.

2.4 Passively Collected Information. We automatically collect standard Google or Amazon Web Services Analytics data when you visit, use, or navigate the Assistant. This information does not reveal your specific identity (like your name or contact information), but it may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use the Assistant. This information is primarily used to enhance security, optimize Assistant performance, and improve internal analytics and reporting.

2.5 Cookies and Other Electronic Technologies. When you visit VaxSupport or use the Assistant, our web server may send a cookie to your computer or mobile device. Cookies are small files that store information about your usage patterns.

Some cookies last only for the duration of your session, while others remain to remember your preferences when you return. We use cookies and similar technologies to:

- Enable the core functionality of the Assistant.
- Recognize returning users and customize content accordingly.
- Measure usage patterns and optimize performance.
- Analyze how users interact with the Assistant for improvements.
- Enhance security and detect potential fraudulent activity.

Third-party service providers may set certain cookies that support our analytics and system operations. Most browsers allow you to manage your cookie preferences, including blocking or deleting cookies. You can visit www.allaboutcookies.org for detailed instructions.

If you access the Assistant on a mobile device, you can adjust privacy settings, such as “Limit Ad Tracking” in Apple iOS, or reset your Android advertising ID via the Google Play Store. Disabling cookies may impact your ability to access or fully utilize some features of the Assistant.

2.6 Other. We may need to collect new information because we are constantly working to improve our Assistant. If we collect materially different personal data or materially change how we collect, use, or share your data, we will notify you and may also modify this Privacy Policy.

3. How We Use Your Information

We use and collect your Personal Information for the following purposes:

3.1 For the Provision of Our Services. The Assistant utilizes personal information to provide, operate, and enhance its AI-based vaccine education services. It ensures that accurate and up-to-date vaccine-related information is accessible to users. AI responses are enhanced by analyzing interaction trends and user feedback to

improve the experience. While we strive to limit the collection of personally identifiable information, some user interactions may be stored and processed as part of our service enhancement efforts.

3.2 For Internal Analytics and Improvement. AI interactions undergo systematic analysis to boost response accuracy, enhance understanding of vaccine-related inquiries, and mitigate misinformation. Trends in user engagement—like query frequency, session duration, and recurrent topics—are studied to optimize the Assistant’s features and user interface. Performance metrics, such as response times and error rates, are tracked to maintain the AI’s efficiency and effectiveness. Anonymized user data is utilized to pinpoint expansion areas, allowing the Assistant to address new vaccine-related topics and concerns.

3.3 For Communication and Support. We gather and utilize personal data to respond to user questions, handle support requests, and efficiently resolve troubleshooting issues. Users may receive administrative messages regarding account status updates, policy changes, or service adjustments. Support inquiries, including interactions with customer support, may be retained for internal record-keeping, training, and quality assurance to improve service reliability. We will not share collected information with third parties for marketing or advertising. Support records may be disclosed to appropriate authorities or regulatory bodies if law mandated or needed for security investigations.

3.4 For Compliance and Legal Purposes. We gather and process personal information to comply with relevant laws, industry regulations, and our internal policies. Our system continuously monitors for security threats, fraud, and any suspicious activities, enabling us to respond appropriately to potential risks. When legally required, due to a legal obligation, or at the request of the government, we may share user data with law enforcement, regulatory agencies, or other authorized entities. In cases of legal action, subpoenas, or investigations, we may supply necessary records to fulfill judicial requirements while safeguarding user privacy wherever possible.

3.5 Future Monetization and Business Development. If monetization is implemented, personal data may be used to improve and support premium services, including enhanced AI-driven vaccine education tools or tailored recommendations. Medical providers, healthcare organizations, or institutions could have the option to incorporate the chatbot on their websites for a licensing fee. While individual users will still be able to access the chatbot for free, monetization may involve introducing extra subscription features or offering enterprise-level data analytics to medical organizations. If monetization changes affect how personal data is collected, processed, or shared, VaxSupport will inform users beforehand, ensuring transparency about these changes and allowing users to review and agree to the updated Privacy Policy.

4. AI Limitations & Liability

The AI chatbot is designed to provide general educational content and information about vaccines; however, it does not provide medical advice, healthcare recommendations, diagnoses, or treatment options.

Users should be aware that the AI-generated information relies on publicly accessible sources and general vaccine guidelines. It may not include the latest updates from medical research or regulatory bodies. Although the AI’s knowledge is updated periodically, there might be delays in reflecting the most recent scientific findings. Moreover, while VaxSupport uses trustworthy sources like public health organizations and peer-reviewed studies; however, users should confirm any essential information with a qualified healthcare professional.

AI-generated responses do not take into account personal health conditions, medical histories, or individual circumstances. Therefore, users should consult a licensed healthcare provider or medical professional before making healthcare or vaccine-related decisions.

The information generated by the AI might have omissions, inaccuracies, or be outdated. While VaxSupport strives for accuracy, we cannot ensure that all responses are comprehensive, reliable, or suitable for every user's requirements.

VaxSupport and our affiliates shall not be responsible for any consequences that result from relying on AI-generated information. This responsibility exclusion includes potential misinterpretations of content, medical choices influenced by AI responses, and any associated personal or health-related outcomes.

By using the AI chatbot, users acknowledge and accept full responsibility for interpreting and applying the provided information. Users should verify AI-generated content with a licensed healthcare provider before making medical choices. For instance, if the chatbot offers general advice on vaccine schedules, users should reach out to their doctor or pharmacist or local health departments to ensure they receive the latest and personalized recommendations tailored to their health history and community guidelines. VaxSupport explicitly denies any responsibility for damages, losses, or injuries that may arise from using AI-generated material.

5. Legal Bases for Collecting Your Data

The legal basis for collecting and using your data will depend on the type of data collected and the specific context in which we collect it. In any case, it will be one or more of the following:

- **Performance of a Contract**—We process your data when necessary to fulfill a contractual obligation with you, such as providing access to the Assistant and associated services.
- **Consent**—When necessary, we obtain explicit consent before processing your data for specific purposes, such as marketing communications or optional data collection features.
- **Legitimate Business Interest**—We process data to pursue legitimate business interests, such as improving our AI chatbot functionality, enhancing user experience, preventing fraud, and maintaining security, provided these interests do not override your privacy rights.
- **Transaction Processing**— If you engage in any financial transactions related to premium services, we process your data to facilitate secure payment processing and fulfill your purchase.
- **Legal Compliance**— We may process and retain your data to comply with applicable laws, legal obligations, law enforcement requests, regulatory requirements, and judicial processes.

6. How Long We Retain Your Personal Information

We retain your data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including providing services, complying with legal obligations, resolving disputes, and enforcing our agreements. The retention period depends on the nature of the data and the context in which it was collected.

- **AI Chat Interactions**— Typically stored for up to 30 days to enhance AI response accuracy, improve training models, and refine user experience. After this period, chat interactions will be securely deleted to minimize storage requirements and costs. These interactions do not contain personally identifiable information.
- **Web Analytics & Tracking Data**— Retained for a limited period to analyze trends and security threats and optimize the Assistant's performance. This data is anonymized where possible.

- **Legal & Compliance Data**— If required by law, we may retain personal data for extended periods to comply with tax, regulatory, or auditing obligations.

When we no longer have a legitimate need to retain your data, we will securely delete, anonymize, or isolate it from further processing. If complete deletion is not immediately feasible due to technical constraints or legal obligations, we will implement measures to securely store and restrict access to the data until it can be removed.

7. When and With Whom We Share Your Data

We may share your data with the following third parties and as otherwise described in this Privacy Policy or at the time of collection.

7.1 Our Employees and Service Providers. Within VaxSupport, our employees, contractors, agents, and directors have access to your data, but only to the extent necessary to properly perform their assigned tasks. We may share information with third-party service providers who assist in operating our business, including transaction processing, customer support, hosting, analytics, software development, security measures, email delivery, and fraud prevention.

7.2 Data Processing and AI Model Training. Certain AI processing functions might necessitate sharing anonymized data with third-party AI service providers to enhance response accuracy and chatbot performance. No personally identifiable information is included in AI training.

7.3 Professionals Advisors. We may disclose your data to professional advisors, such as lawyers, bankers, auditors, and insurers, where necessary to facilitate compliance and protect our business operations.

7.4 Compliance, Fraud Prevention, and Safety. Personal data may be disclosed to law enforcement, government agencies, or private entities if we believe that such disclosure is necessary to comply with legal obligations, court orders, or regulatory requirements; investigate suspected fraudulent activities or security threats; or protect the rights, property, or safety of users, the public, or VaxSupport.

7.5 Business Transfers. We may sell, transfer, or otherwise share some or all our business or assets, including your data, in connection with a business transaction (or potential business transaction) such as a corporate divestiture, merger, consolidation, acquisition, reorganization, or sale of assets, or in the event of bankruptcy or dissolution. In such a case, we will make reasonable efforts to require the recipient to honor this Privacy Policy.

7.6 Affiliates. We may share your data with our subsidiaries and affiliates where necessary for operational, administrative, or compliance purposes.

8. Information Choices

VaxSupport requires users to create an account to access the Assistant. While interactions with the Assistant are not fully anonymous, we are committed to protecting user privacy and ensuring transparency in data handling. You have certain choices regarding how your information is handled:

- **Control Communication Preferences**—You may choose how we communicate with you, including opting out of promotional emails, SMS notifications, or service updates.
- **Limit Data Collection**—While chat interactions are stored for internal analytics and AI improvement, users can choose to discontinue use at any time. However, discontinuing use does not result in the deletion of past chat data, which will continue to be retained for analytical and system enhancement purposes.

- **Manage Personal Information**— You can update certain account details, such as your phone number or email, through your account settings. However, some required fields may be necessary for maintaining account functionality.
- **Manage Geolocation Data**— VaxSupport does not collect geolocation data, but users can turn off location services on their devices if they prefer additional privacy controls, such as preventing third-party apps or services from accessing their location information.
- **Unsubscribe from Promotional Communications**—If you no longer wish to receive promotional messages, you can opt-out by following the “unsubscribe” link in any marketing email or by contacting our support team.

If you have any additional questions about how we process your information, please contact our support team at info@vaccifi.co.

9. Transfer of Your Data

VaxSupport is headquartered in the United States. Therefore, your data may be transferred to the United States or other locations outside your state, province, or country where privacy laws may not be as protective as those in your state, province, or country. We will take the necessary steps to ensure your data is treated securely. By using our Assistant, you understand and consent to your data being transferred and processed as described in this Privacy Policy.

10. Security

We are committed to protecting the privacy and security of your interactions with VaxSupport. We have implemented industry-standard technical, administrative, and organizational security measures to safeguard chat data from unauthorized access, misuse, disclosure, alteration, or destruction.

While we employ encryption, secure data storage, and access control mechanisms to protect the integrity of stored chat interactions, no internet-based system can be guaranteed to be completely secure. We cannot ensure that hackers, cybercriminals, or other unauthorized third parties can never breach our defenses and gain access to stored data.

Users should be aware that any information shared within the chatbot is stored for internal analysis and system improvement. We recommend avoiding inputting sensitive, personally identifiable, or confidential information during chatbot interactions.

Although we strive to maintain high security standards, transmitting information over the Internet carries inherent risks. To minimize security risks, users should ensure they access VaxSupport within a secure and trusted environment.

If you have any security concerns or suspect any vulnerabilities, please contact our support team at info@vaccifi.co.

11. Your Rights

While the rights outlined in this section are based on the California Consumer Privacy Act (CCPA), we extend these rights to all US residents. Furthermore, for users in the European Union (EU) or other regions with data

protection laws, we acknowledge the significance of offering similar rights as stipulated by the General Data Protection Regulation (GDPR) and other relevant privacy regulations.

11.1 Right of Access & Disclosure. Users have the right to request and receive information about how we process their data, including:

- The categories of personal data collected in the past 12 months;
- The sources from which we collected personal data;
- The business or commercial purposes for collecting this data;
- The categories of third parties with whom we share personal data; and
- The specific pieces of personal data we have collected about you.

Additionally, under California's Shine the Light law, California residents may request a notice detailing categories of personal data shared with third parties for direct marketing purposes. Under the GDPR, EU users have the right to request copies of their data in a commonly used electronic format.

11.2 Right to Correction. Users have the right to request that inaccurate or incomplete personal data be corrected or supplemented.

11.3 Right to Delete. Users may request that we delete their data. If the request is verified, we will delete the data unless exceptions apply, such as compliance with legal obligations, security purposes, or technical limitations that prevent selective deletion.

11.4 Right to Opt-Out of Processing or Sharing. Users may request that we cease processing or sharing their data. As VaxSupport does not sell user data, this right applies to data-sharing practices for analytics or system improvements. Under the GDPR, users may also object to processing based on legitimate interests. If VaxSupport is unable to separate data feeds or restrict specific processing requests due to system limitations, we may restrict or delete user access to the Assistant.

11.5 Right to Withdraw Consent. If users previously consented to data processing, they may withdraw that consent at any time. This may impact their experience using VaxSupport. If the withdrawal of consent results in an inability to separate or exclude specific data from broader processing systems, VaxSupport may limit user access to ensure compliance with privacy and operational constraints.

11.6 Right to Non-Discrimination. We will not discriminate against users who exercise their privacy rights.

11.7 Right to Data Portability. For users covered under GDPR, the right to data portability allows them to obtain and reuse their data across different services.

11.8 Opt-Out of Targeted Advertising. Although VaxSupport does not display personalized ads, users may opt out of certain analytics-based tracking by adjusting their browser settings or visiting www.aboutads.info/choices. These opt-outs apply on a device and browser-specific basis.

1.9 Our Policy on "Do Not Track" Signals. Some browsers allow users to send "Do Not Track" signals. VaxSupport does not currently respond to these signals, as there is no industry consensus on compliance. To learn more, visit www.allaboutdnt.com.

12. Exercising Your Rights

If you want to exercise any of your rights outlined above, please submit a request through one of the following channels:

VaxSupport Privacy Requests

Email: info@vaccifi.co

For security purposes, we may require verification of your identity before processing any data requests.

13. Children's Privacy

We take the privacy of minors very seriously. VaxSupport is intended for general educational purposes and is not designed for direct use by children under the age of 13. We do not knowingly collect, store, or process data from children under 13 without verifiable parental consent in compliance with the Children's Online Privacy Protection Act (COPPA) and other relevant privacy laws.

Our AI chatbot does not require account creation or the submission of personally identifiable information. However, if a child under 13 interacts with the chatbot and provides personal information, we encourage parents or guardians to review their child's data and to contact us to request the deletion of such data if necessary. If you are a parent or guardian and believe that your child has provided us with personal information without your consent, please contact us at info@vaccifi.co. Once notified, we will take appropriate measures to remove the information and prevent further collection, except where the law requires retention.

When using the chatbot, we recommend parental guidance for minors aged 13 to 18. Personal information collected from users under 18 will not be used for marketing, profiling, or promotional purposes. Parents or guardians retain the right to request deletion or access to any personal information collected in compliance with applicable laws.

VaxSupport is committed to ensuring a safe and educational experience for all users. Please contact our support team if you have any concerns about children's privacy.

14. Questions or Comments?

If you have questions after reading this Privacy Policy or have suggestions or comments about its content, please contact us at info@vaccifi.co.

Please let us know if you believe we have not adhered to the principles in this Privacy Policy. We will do our best to make corrections promptly.