

WEBSITE & MOBILE PRIVACY POLICY

Last updated on March. 2, 2024

This Privacy Policy is not a contract and does not create any contractual rights or obligations

Introduction

PatientWell Connect LLC, makes certain telehealth related information available to you and/or facilitates your access to telemedicine, chronic condition management, and expert medical services.

This Privacy Policy applies to visitors of the following publicly available website: patientwellconnect.com and the publicly available associated domains owned and operated by PatientWell Connect. For the purposes of this Disclaimer, "you" and "your" means you as the visitor of the Websites.

Scope of this Web and Mobile Privacy Policy

This Privacy Policy describes the types of Personal Information we collect from visitors of our public Website(s) and our practices for using, maintaining, sharing, and protecting it. It also describes the rights and choices you may have with respect to your Personal Information and how you may contact us.

This Privacy Policy does not apply to information collected from visitors who register and log-in ("Members") to the password-protected and secure portions of our sites, including login pages and registration pages ("Secure Platforms").

The Secure Platforms allow eligible Members to use PatientWell Connect Services. All information collected and stored by PatientWell Connect or added by our Members into such Secure Platforms is considered Protected Health Information ("PHI") and/or medical information and is governed by laws that apply to that information, for example the Health Insurance Portability and Accountability Act (HIPAA). How PatientWell Connect uses and discloses such PHI is in accordance with the PatientWell Connect, LLC, Notice of Privacy Practices. To understand how we use and disclose PHI, for example data you have consented to, you should review our Notice of Privacy Practices.

PatientWell Connect will not use or disclose information received for advertising, marketing, or other use-based data mining purposes and will not combine it with other data and will not sell it. The Notice of Privacy Practices (and not this Privacy Policy) also applies to Personal Information collected on

our Website(s) if specific symptoms or health conditions is also collected, as such information may be considered PHI under HIPAA.

NOTICE.

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. We use your Personal Information some of the following purposes:

- **To make the site easier for you to use by not having to enter information more than once.**
 - **To help you quickly find software, services, or information.**
 - **To help us create content most relevant to you.**
- **To alert you to product upgrades, special offers, updated information and other new services from PatientWell Connect, LLC**

CONSENT. When you register to your secure platform and communication services you will be able to select the kinds of information you want to receive from us by subscribing to various services, like Consent to Email, Cellular Telephone, or Text Usage for Appointment Reminders and Other Healthcare Communications. If you do not want us to communicate with you about other offers regarding PatientWell Connect, LLC products, programs, events, or services by email, postal mail, or telephone, you may select the option stating that you do not wish to receive marketing messages from PatientWell Connect, LLC.

PatientWell Connect, LLC, occasionally allows other companies to offer our registered customers information about their products and services, using postal mail only. If you do not want to receive these offers, you may select the option stating that you do not wish to receive marketing materials from third parties.

ACCESS. We will provide you with the means to ensure that your personal information is correct and current. You may review and update this information at any time. Once you are a registered patient. We can update your profile including the following:

- **View and edit personal information you have already given us.**
- **Tell us whether you want us to send you marketing information, or whether you want third parties to send you their offers by postal mail.**

- Sign up for electronic newsletters about our services and products.
- Register. Once you register, you won't need to do it again. Wherever you go on electronic health record platform, your information stays with you.

SECURITY. PatientWell Connect, LLC has taken strong measures to protect the security of your personal information and to ensure that your choices for its intended use are honored. We take strong precautions to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

PatientWell Connect, LLC strictly protects the security of your personal information and honors your choices for its intended use. We carefully protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction. Your personal information is never shared outside the company without your permission. Inside the company, data is stored in password-controlled servers with limited access. Your information may be stored and processed in your electronic health record. You also have a significant role in protecting your information. No one can see or edit your personal information without knowing your username and password, so do not share these with others.

HOW WE COLLECT PERSONAL INFORMATION. We may collect Personal Information using the following methods:

- Directly from you when you provide it to us (such as information you enter into web forms, inquiries, responses, activity on the Websites, and during registration to use a Secure Platform).
- From third parties, such as analytics and email marketing service providers.
- Automatically through tracking technologies such as cookies, web beacons (also known as pixels) and log files, including over time and across our own and third-party websites or other online services.

"Cookies" are small files that a website stores on a user's computer or device.

The Websites may use cookies for various purposes, including to keep the information you enter on multiple pages together. Some of the cookies we use are "session" cookies, meaning that they are automatically deleted from your hard drive after you close your browser at the end of your session. Session cookies are used to optimize performance of the Websites and to limit the amount of redundant data that is downloaded during a single session. We also may use "persistent" cookies, which remain on your computer or device unless deleted by you (or by your browser settings). We may use persistent cookies for

various purposes, such as statistical analysis of performance to ensure the ongoing quality of our services. We and third parties may use session and persistent cookies for analytics and advertising purposes, as described herein.

Most web browsers automatically accept cookies, but you may set your browser to block certain cookies (see below). As required under applicable laws, we will obtain your consent necessary for utilizing cookies or similar tracking technologies.

Our Website(s) may use Google Analytics, a vendor's service that uses cookies, web beacons, web pixels and/or similar technology to collect and store information about you. You can learn more about Google Analytics' privacy policy and ways to opt out from Google Analytics tracking by visiting Google Analytics' website.

Our Website(s) may use Adobe's analytics and on-site personalization services, which use cookies, web beacons, web pixels and/or similar technology to collect and store information about you or your device or browser. You can learn more about how Adobe may handle information collected through our use of its services, and your options for controlling this activity, by visiting Adobe's website.

For more information about how we use Personal Information collected through tracking technologies and the ways you may be able to manage it, see below.

WHAT WE DO WITH THE INFORMATION YOU SHARE

When you join us, you provide us with your contact information, including your email address. We use this information to send you updates about regarding your visit as well as Consent to Email, Cellular Telephone, or Text Usage for Appointment Reminders and Other Healthcare Communications. When you submit payment for services, we ask for your credit card number and billing address. We use this information only to bill you for the product(s) you order at that time. For your convenience, we do save billing information in case you want to order from us again, but we don't use this information again without your permission.

PatientWell Connect, LLC will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on PatientWell Connect, LLC or the site; (b) protect and defend the rights or property of PatientWell Connect, LL, and, (c) act in urgent

circumstances to protect the personal safety of users of PatientWell Connect, LLC or the public.

HOW WE USE YOUR INFORMATION. We may use your Personal Information for the following purposes:

- Operate, maintain, supervise, administer, and enhance the Websites, including monitoring and analyzing the effectiveness of content on the Websites, aggregate site usage data, and other usage of the Websites such as checking your eligibility and assisting you in completing the registration process.
- Provide you with a tailored and user-friendly experience as you navigate our Website(s).
 - Promote and market our Website(s) to you.
- To complete the activity you specifically asked for, e.g., register on a Secure Platform, obtain more information, request a demo, or request an RFP.
- Conduct research on users' demographics, interests, and behavior based upon information provided during use of our Websites.
 - Aggregate information for analytics and reporting.
- Respond to law enforcement requests and court orders and legal process and carry out our legal and contractual obligations and enforce our rights.
- Authenticate use, detect potential fraudulent use, and otherwise maintain the security of the Websites and safety of users.
 - Develop, test, improve, and demonstrate the Websites.
 - Any other purpose with your consent.

HOW WE SHARE YOUR INFORMATION. We may share Personal Information with third parties including service providers in certain circumstances or for certain purposes, including:

- *For business purposes.* We may share your Personal Information with vendors and service providers, including our data hosting and data storage partners, analytics and advertising providers, technology services and support, and data security. We also may share Personal Information with professional advisors, such as auditors, law firms, and accounting firms. We may disclose your name, email address, date of birth, phone number, and address if you provided it to us

via a form on the website or during an incomplete or failed registration to Service Providers.

- ***With your direction or consent.*** We may share your Personal Information with third parties if you request or direct us to do so. This includes your use of social media widgets on our Website(s).
- ***Compliance with law.*** We may share your Personal Information to comply with applicable law or any obligations thereunder, including cooperation with law enforcement, judicial orders, and regulatory inquiries.
- ***In the context of a transaction.*** We may share your Personal Information in connection with an asset sale, merger, bankruptcy, or other business transaction.
- ***For other business reasons.*** We may share your Personal Information to enforce any applicable Legal Disclaimer, and to ensure the safety and security of the Websites and/or our users.
- ***For advertising.*** Using cookies and web beacons, we may disclose Personal Information regarding your activity on our Websites to third-party advertising partners to optimize marketing. See Section 7 for additional details.

We also may disclose deidentified information. Note that if you make any Personal Information publicly available on the Websites, anyone may see and use such information.

SOCIAL FEATURES. Certain features of the Websites permit you to initiate interactions between the Websites and third-party services or platforms, such as social networks ("Social Features"). Social Features include features that allow you to click and access Teladoc's pages on certain third-party platforms, such as Instagram, Facebook, Twitter and LinkedIn as applicable, and from there to "like" or "share" our content on those platforms. Use of Social Features may entail a third party's collection and/or use of your data. If you use Social Features or similar third-party services, information you post or otherwise make accessible may be publicly displayed by the third-party service you are using. Both PatientWell Connect, LLC and the third party may have access to information about you and your use of both the Websites and the third-party service. PatientWell Connect, LLC has no control over and is not responsible for the privacy practices of such third parties. This Privacy Policy does not apply to the extent PatientWell Connect, LLC does not own or control any linked

websites or features you visit or use. We recommend that you familiarize yourself with the privacy practices of those third parties.

THIRD PARTY WEBSITES AND LINKS. Our Website(s) may contain links to other online platforms operated by third parties. We do not control such other online platforms and are not responsible for their content, their privacy policies, or their use of your information. Information you provide on public or semi-public venues, including information you share on third-party social networking platforms (such as Facebook, LinkedIn or Twitter) may also be viewable by other users of the Websites and/or users of those third-party online platforms without limitation as to its use by us or by a third party. Our inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators except as disclosed on the Websites.

We expressly disclaim any and all liability for the actions of third parties, including but without limitation to actions relating to the use and/or disclosure of Personal Information by third parties. Any information submitted by you directly to these third parties is subject to that third party's privacy policy.

COOKIES AND INFORMATION USED FOR ADVERTISING. As discussed above, on our Websites we may collect and disclose Personal Information about your online activities for use in providing you with advertising about products and services tailored to your individual interests. This section of our Privacy Policy provides details and explains how to exercise your choices. You may see certain ads on other websites because we participate in advertising networks. Ad networks allow us to target our messaging to users through demographic, interest-based and contextual means. These networks track your online activities over time by collecting information through automated means, including through the use of cookies, web server logs, and web beacons (also known as pixels). The networks use this information to show you advertisements that may be tailored to your individual interests. The information our ad networks may collect includes information about your visits to websites that participate in the relevant advertising networks, such as the webpages or advertisements you view and the actions you take on the websites. This data collection takes place both on our Websites and on third-party websites that participate in the ad networks. This process also helps us track the effectiveness of our marketing efforts. You may disable or delete browser cookies through your browser settings. Cookies generally are easy to disable or delete, but the method varies between browsers. If you disable or delete cookies, or if you are running third-party software that intercepts or

deletes cookies, please note that some parts or functionality of our Websites may not work properly. Each type of web browser offers ways to restrict and delete cookies. You can opt out of third parties collecting your Personal Information for targeted advertising purposes in the United States by visiting the National Advertising Initiative's (NAI) opt-out page and the Digital Advertising Alliance's (DAA) opt-out page. Your browser settings also may allow you to transmit a "Do Not Track" signal when you visit various websites. Some of the Websites may not be configured to respond to "Do Not Track" signals received from browsers. To learn more about "Do Not Track" signals, you can visit [here](#). Finally, PatientWell Connect, LLC does not manage a cookie preference center which allows you to customize your cookie preferences when visiting the Websites. You can customize your cookie preference on your web browser or device. If you have further questions regarding the specific information about you that we process or retain, as well as your choices regarding our collection and use practices, please contact us using the information listed below.

NOTICE TO PARENTS. Parents or guardians: we want to help you guard your children's privacy. We encourage you to talk to your children about safe and responsible use of their Personal Information while using the Internet. The PatientWell Connect, LLC site does not publish content that is targeted to children.

RETENTION OF PERSONAL INFORMATION

We generally retain records only as long as necessary and as required for our business operations, for archival purposes, and/or to satisfy legal requirements. When determining the appropriate retention period for Personal Information, we take into account various criteria, such as the amount, nature, and sensitivity of the Personal Information; potential risk of harm from unauthorized use or disclosure; purposes for which we process your Personal Information; whether we can achieve those purposes through other means; and business operations and legal requirements. Because we maintain our Websites to protect from accidental or malicious loss and destruction, residual copies of your Personal Information may be retained in our backup and archival systems for a limited period of time, after which the information will be automatically deleted or put beyond use where deletion is not possible.

INTERNATIONAL USERS. The Websites are controlled and operated by us from the United States and are not intended to subject us to the laws or jurisdiction

of any state, country or territory other than that of the United States. Any information you provide to us through use of our Website may be stored and processed, transferred between and accessed from the United States and other countries that may not guarantee the same level of protection of personal data as the one in which you reside. However, we will handle your Personal Information in accordance with this Privacy Policy regardless of where your Personal Information is stored/accessed.

NOTICE TO Washington DC & Maryland RESIDENTS. If you are a Maryland resident, certain Personal Information that we collect about you is subject to the Maryland Consumer Privacy Act (CCPA), as amended by the Maryland Privacy Rights Act (CPRA). If you are a Washington DC resident, certain Personal Information that we collect about you is subject to the Washington DC Consumer Data Protection Act (VCDPA). Please note that these laws may not apply to, among other things,

- Information that is lawfully made available from federal, state, or local government records;
 - Consumer information that is deidentified or aggregated;
- Protected health information that is collected by a covered entity or business associate governed by HIPAA.

ENFORCEMENT. If for some reason you believe PatientWell Connect has not adhered to these principles, please notify us by email at info@patientwellconnect.com and we will do our best to determine and correct the problem promptly. Be certain the words Privacy Policy are in the Subject line.

To submit a request to exercise any of your rights, contact us at info@patientwellconnect.com or by mail:

Attention: Privacy Officer
6800 Wisconsin Ave, #1023
Chevy Chase, MD 20815

As required under applicable law, we must take steps to verify your request before we can provide Personal Information to you, delete Personal Information, or otherwise process your request. To verify your request, we may require you to provide your name, physical address, email address, contact

information, and information about your account or previous transactions with us.

We will further verify and respond to your request consistent with applicable law, taking into account the type and sensitivity of the Personal Information subject to the request. We may need to request additional Personal Information from you, such as your date of birth or government identifier, in order to protect against fraudulent requests.

We will deliver Personal Information that we are required by law to disclose to you in the manner required by law within 30 days after receipt of a verifiable request, unless we notify you that we require additional time to respond, in which case we will respond within such additional period of time required by law. We may deliver the Personal Information to you electronically or by mail at your option. If electronically, then we will deliver the information in a portable and, to the extent technically feasible, in a readily useable format that allows you to transmit the information from one entity to another without hindrance.

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your Personal Information. You may designate an authorized agent to request any of the above rights on your behalf.

You may make such a designation by providing the agent with written permission, signed by you, to act on your behalf. Your agent may contact us by the information provided in the "How to Contact Us" section on our website below to make a request on your behalf. Even if you choose to use an agent, we may, as permitted by law, require verification of the agent's authorization to act on your behalf, require you to confirm you have authorized the agent to act on your behalf, or require you to verify your own identity.

HOW TO CONTACT US. Should you have any questions about our privacy practices or this Privacy Policy, please email us at info@patientwellconnect.com or contact us at:

Privacy Officer
PatientWell Connect, LLC
6800 Wisconsin Ave, #1023
Chevy, Chase MD 20815