



## Privacy Policy

This Privacy Policy (this “Policy”) governs our collection, use, and sharing of information collected through the SyncedCare websites located at [www.syncedcare.com](http://www.syncedcare.com) and the SyncedCare mobile application (collectively, the “Sites”). This Policy is incorporated into the SyncedCare Terms of Use, available at [www.syncedcare.com/privacy](http://www.syncedcare.com/privacy). BY SIGNING UP FOR AN ACCOUNT, OR BY ACCESSING OR USING THE SITES, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS POLICY. Please read this Policy carefully. If you are unwilling or unable to be bound by this Policy, you must immediately cease your use of the Sites. We may update or modify this Policy from time to time; the current version will always be made available on the Sites. Your continued use of the Sites after a new version of this Policy has been posted constitutes your acceptance of the then-current Policy.

### The Big Picture

We take privacy very seriously. Not only do we have a number of measures in place to enhance security, we continuously strive to improve what we do to ensure a safe user experience.

### Collecting Information

We collect personal information that you voluntarily provide us via the Sites, including but not limited to your name, address, phone number, billing information, email address, medical information, and any other personal information you give us (collectively, “Personal Information”).

We also automatically collect anonymous information about visitors to our website, which may include IP addresses, referring website, duration of stay, time/date, and other such anonymous information (collectively, “Non-Personal Information”). The Sites currently do not support “do not track” browser settings.

### Children’s Privacy

While Personal Information of a child under 13 may be provided to us by the child’s healthcare provider or the child’s parent or legal guardian, we do not knowingly collect Personal Information from children under 13 on the Site. If we discover we have collected Personal Information that was submitted by a child under 13, we will delete it.

### Using Information

We may use Non-Personal Information as we see fit, including improving the Sites and our services.

We use your Personal Information only for the following purposes: (i) to communicate with you and your healthcare provider(s) before, during, and after your surgery regarding aspects of your healthcare; (ii) to understand how our users use the Sites; (iii) to make improvements to the Sites; (iv) to register you for our services; (v) to respond to specific requests from you and/or your healthcare provider(s); (vi) to provide notices or otherwise send updates to our users; (vii) to promote the security or integrity of the Sites; and (viii) to promote and market our services.

### Sharing Information



We may share Non-Personal Information as we see fit, including with our vendors, providers, and partners to improve the Sites and our services.

We may share Personal Information with our affiliates or subsidiaries, or to the purchaser or successor in event that we enter an asset sale, merger, or other change of control. We may also share Personal Information as reasonably required, in our sole discretion, to: (i) resolve a problem or provide support relating to the our services or the Sites; (ii) address a suspected violation of our Terms of Use or applicable law or otherwise enforce our rights; (iii) or otherwise comply with applicable law or protect the rights, safety, or property of SyncedCare or another.

Staff members of SyncedCare and healthcare providers may have access to your Protected Health Information (“PHI”), as that term is defined in the Health Insurance Portability and Accountability Act (“HIPAA”) and other applicable state and federal laws. SyncedCare will only release PHI as authorized by you or otherwise allowed or required under applicable law. The ways in which SyncedCare may use and disclose your PHI and how you may request access to your PHI are detailed in the SyncedCare Notice of Privacy Practices available at [www.syncedcare.com/privacy](http://www.syncedcare.com/privacy).

If you use our Sites to communicate information directly to third parties, including medical providers, or indirectly communicate information to such third parties through a request to us, an order form, or otherwise, we may pass such information along to such third parties even if it contains Personal Information or PHI. We may also share your Personal Information, including PHI, with physicians, non-physician practitioners, physical therapists, hospitals, laboratories, or other medical and service providers to the extent necessary to provide any services you expressly request or order through our Sites.

#### Security

Information collected and/or retrieved by the SyncedCare website is encrypted via a Secure Socket Layer (SSL) connection to help protect your information from unauthorized parties. However, you understand and acknowledge that no internet transmission can be guaranteed to be 100% secure and you accept the inherent risks of such transmissions.

#### External Links

The Sites may contain links to third party websites. We do not control such third party websites or their content, and they are not governed by this Policy or the SyncedCare Terms of Use. It is your responsibility to review the applicable policies for any such third party websites.

#### Contact

If you have feedback on how we can improve, we are always open to suggestions. If you have any questions or suggestions about this Policy, please contact us at [Info@syncedcare.com](mailto:Info@syncedcare.com).

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