

MYPRIME CARE INC

PRIVACY STATEMENT

MyPrime Care Inc. (“My Prime Care”, the Practice”, “we”) owns and operates the MyPrime Care website located at www.myprimecare.org. Your access and use of the website, any part thereof, or anything associated therewith, including its content (“Content”), any products or services provided through the website, and any affiliated website, software or application owned or operated by MyPrime Care are governed by this Privacy Statement (“Privacy Statement”). By using this website, you consent to the data described in this statement.

My PrimeCare Inc is committed to protecting the privacy of your medical information. Thus, we created this Privacy Statement to describe how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

By accessing or using the Service, you acknowledge the practices and policies outlined in this Privacy Statement. If you are using the Service on behalf of an individual other than yourself, you represent that you are authorized by such individual to act on such individual’s behalf and that such individual acknowledges the practices and policies outlined in this Privacy Statement.

You may use MyPrime Care’s services and visit the site without being a patient of the Practice (as defined in our Terms of Use). In the event you are not a patient of the Medical Group, the information below regarding the Medical Group does not apply to you.

This Practice is not responsible for the privacy statements or other content on any other websites.

Our Responsibility

To best meet your medical needs, We share your protected health information (“PHI”) with the providers and facilities involved in your care. We share your information only to the extent necessary to collect payment for services We provide and to conduct our business operations. Practice staff is trained to be sensitive to the privacy and confidentiality of your PHI. Except as outlined below, We will not use or disclose your PHI for any other purposes unless you have signed a **Medical Record Release Authorization Form**.

Collection and Use of Information

Your care/treatment is recorded in a medical record that is considered protected information (“PHI”), additionally, we might need to collect personally identifying information (“PII”). Such information can be but is not limited to e-mail address, name, home and/or work address, telephone number. Practice also collects anonymous demographic information, which is not unique to you, such as your ZIP Code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by this website. This information can include IP address, browser type, domain names, access times and referring

Web site addresses. This information is used for the operation of the service to maintain quality of service, and to provide general statistics regarding use of the website.

In addition to the information, we collect directly from you, we may also collect certain information from the Medical Group and/or Providers who provide treatment or other services to you in connection with our Service. This information may include, but is not limited to, diagnosis, treatment plans (including prescription details) and notes, and is accessible and visible through certain components of the Service.

Please keep in mind that if you directly disclose PII or data through public message boards, this information may be collected and used by others.

MyPrime Care collects and uses your personal information to operate the website and deliver the services you requested. This Practice also uses your PII to inform you of other products or services available from this Practice and its affiliates. The Practice may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Information Disclosure

The Practice may use and share your PHI in the following ways without requiring your authorization. It should be noted that while not every use of disclosure will be listed, each of the way we are permitted to use or disclose information will fall into one on the following categories:

- To provide, coordinate or manage your medical treatment and services. For instance, providers involved in your care, will use information in your medical record to plan a course of treatment for you that may include procedure, medications, tests, etc. We may also disclose your PHI to institutions and individuals outside of the Practice that are or will be providing treatment to you.
- To bill and receive payment for the treatment and services you received. For instance, we may forward information regarding your medical procedures and treatment to your employer to arrange payment for the services provided to you or we may use your information to prepare a bill to send to you or to the persona responsible of your payment.
- To run our practice, improve care, and contact you when necessary. For example, we may use your PHI to evaluate treatment and services we provide.
- Practice may use your PHI to remind you about appointments and sometimes communicate with you about treatment alternatives and other health-related benefits and services that may interest you.
- For public health safety issues such as preventing disease, helping with product recall, reporting adverse reactions to medications, reporting suspected abuse, neglect, or domestic violence.
- For health oversight agency.
- In response to a court order, subpoena, or warrant and to law enforcement officials in certain limited circumstances.

Use of Cookies

We may store cookies (e.g., locally stored objects) in your computer's hard drive when you use the Service. These devices are used to help us speed up your future activities or to improve your experience by

remembering the information that you have already provided to us. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you. Some of our service providers may also use cookies to provide us with anonymous data and information regarding your use of the Service. At your option, you may block or delete devices from your hard drive. However, by disabling such tracking devices, you may not have access to all features of the Service. For more about cookies, including links to web browser instructions for disabling and managing such tracking devices, visit <https://www.usa.gov/optout-instructions>.

Use of Stripe

MyPrime Care uses Stripe to process payments. We store stripe tokens internally, but your payment history and customer record are mirrored in Stripe and is subject to the Stripe privacy policy located at <https://stripe.com/privacy>.

MyPrime Care is not in the business of selling your information. We consider this information to be a vital part of our relationship with you. We will use your PII solely to provide the Service and otherwise as described in this Privacy Statement, and we will protect such information and against disclosures that may be made of such information without your authorization.

HIPAA

Under HIPAA, a “covered entity” is required to provide their patients a Notice of Privacy Practices that describes how the covered entity uses and discloses “protected health information” (“**PHI**”). As a result, the Practice has adopted and, if you become a patient of the Practice, has separately provided or will provide to you a HIPAA Notice of Privacy Practices that describes how the Practice may use or disclose your PHI.

HIPAA also requires a covered entity to obtain a patient authorization that satisfies certain requirements for them or their business associates to use or disclose PHI in certain ways. In order to ensure that the Medical Group and MyPrime Care are able to effectively provide their respective services to you and that you are able to utilize the full functionality of the Service, MyPrime Care may need to use or disclose your PHI in ways that would require the Medical Group to obtain an authorization under HIPAA. As a result, the Medical Group, if you become a patient of the Medical Group, has obtained or will obtain from you a patient authorization (a “**Patient Authorization**”) that authorizes the Medical Group and MyPrime Care to use and disclose your PHI in certain ways that may not be described in this Privacy Statement or the Medical Group Notice of Privacy Practices.

Your Rights

When it comes to your health information you have certain rights, this section explains your rights and some of our responsibilities to help you.

- You can ask to see or get an electronic or paper copy of your medical record, by filling out a Medical Record Authorization form and submitting it to your office. We will provide a copy of your medical record within 30 days of your request.

- You can ask us to correct your medical record if you think it is incorrect or incomplete. You will need to complete a Health Information Amendment form and submit it to our office, We may decline your request, but we will tell you why in writing within 60 days.
- You can ask us at any time to delete the information we hold on you by contacting us through the means provided below. If we are not able to delete such information because we have a need to keep it (for example, to comply with a medical records law or other law requiring us to hold such information), we will not use the information for any purpose other than that specific need. Note that we may need to collect information from you so that we can verify your identity before taking any such requested action. We will respond to your request within 60 days. Also note that in the event you request that we delete your data, we will have to cancel your membership. Such cancellation will be subject to the policies and procedures outlined in our Terms of Use. In your request, please attest to the fact that you are a California resident and provide a current California address for our response. We will take action to verify the requestor's identity and/or California residence.
- You can ask for an account of the times we have shared your medical record for the last years, who we shared it with and why. We are only required to respond to a customer request once during any calendar year. To obtain this information, you should send a written request to the email address provided below with the subject heading "CA Privacy Rights PHI Request". In your request, please attest to the fact that you are a California resident and provide a current California address for our response. Please be aware that not all information sharing is covered by the California Privacy Rights requirements and only information on covered sharing will be included in our response.
- You can ask us to communicate with you by email or standard SMS messaging.
- You can choose someone to whom information may be disclosed or if someone is your legal guardian, that person can make choices about your medical record.

Jurisdictional Issues

The Service may only be used as set forth in the Terms of Use. This Privacy Statement, and our collection, use, and disclosure of your information, is governed by U.S. and California law.

Your Responsibilities

Our patients are required to inform us about any change concerning their data, in particular about changes of place of residence, changes of surname, and changes of email address. We are not liable for the consequences resulting from providing mistaken data.

- "Do Not Track" Browser Settings: We use technology that recognizes a "do-not-track" signal from your web browser.

Security

We strive to use reasonable physical, technical, and administrative measures to protect information under our control. However, you must keep your Account password secure and your Account confidential, and you are responsible for any and all use of your Account. If you have reason to believe that the security of your

Account has been compromised, please notify us immediately in accordance with the “Contact Information” section below.

To help protect the privacy of data you transmit through the Service, where personally identifiable information is requested, we also use technology designed to encrypt the information that you input before it is sent to us using Secure Sockets Layer (SSL) technology or similar encryption technology. In addition, MyPrime Care takes steps to protect the User data we collect against unauthorized access. However, you should keep in mind that the Practice and our services are run on software, hardware, and networks, any component of which may, from time to time, require maintenance or experience problems or breaches of security beyond our control. We do not accept liability for unintentional disclosure. In addition, persons with access to your computer, phone, or other mobile or other devices may be able to access the Service and information about you contained in the Service.

By using the website or providing PII to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the Site. If we learn of a security system’s breach, we may attempt to notify you electronically by posting a notice on the Site or sending an e-mail to you. You may have a legal right to receive this notice in writing.

Privacy Statement Supplement for California Residents

This section applies to the personal information (as defined in the California Consumer Privacy Act of 2018 (“CCPA”)) we collect from California residents ("consumers" or "you"). This section does not apply to personal information we collect about current or former employees of MyPrime Care, independent contractors, or job applicants to MyPrime Care. Any terms defined in the CCPA have the same meaning when used in this section.

Information We Collect

When you are a patient of MyPrime Care, we collect information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could be linked, directly or indirectly, with a particular consumer, household, or device (“personal information”). Consistent with the CCPA, this section does not apply to:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
 - Health or medical information covered by the HIPAA or the California Confidentiality of Medical Information Act (“CMIA”), clinical trial data, or other qualifying research data; and
 - Personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (“FCRA”), the Gramm-Leach-Bliley Act (“GLBA”) or California Financial Information Privacy Act (“FIPA”), and the Driver's Privacy Protection Act of 1994.

MyPrime Care collects some data that is not subject to this section and is therefore not disclosed below. MyPrime Care does not collect or share “sensitive personal information” as that term is defined by the CCPA.

Your Rights and Choices

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

Right to Know and Data Portability

You have the right to request that we disclose certain information to you about our collection and use of your personal information over at least the past 12 months (the "right to know"). Once we receive your request and confirm your identity, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting, “sharing,” or disclosing that personal information.
- The categories of third parties with whom we disclose that personal information.
- If we “shared” your personal information for a business purpose, two separate lists disclosing:
 - the personal information categories we “shared”; and
 - the categories of third parties to whom we “share” the personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

We provide a right to know or data portability disclosure for B2B personal information.

Right to Delete

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions (the "right to delete"). Once we receive your request and confirm your identity, we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by the consumer, or reasonably anticipated by the consumer within the context of a business’s ongoing business relationship with the consumer, or otherwise perform a contract between the business and the consumer.
- Help to ensure security and integrity to the extent the use of the consumer’s personal information is necessary and proportionate for those purposes.

- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Engage in public or peer-reviewed scientific, historical, or statistical research that conforms or adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the ability to complete such research, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us and compatible with the context in which you provided the information.
- Comply with a legal obligation.

We will delete or deidentify personal information not subject to one of these exceptions from our records and will direct our service providers to take similar action.

We provide these deletion rights for B2B personal information.

Right to Correct

You have a right to request that we correct inaccurate personal information that we have collected from you and retained, subject to certain exceptions (“right to correct”). Once we receive your request and confirm your identity, we will approve or deny your request. We may request documentation to prove that the information at issue is inaccurate.

Exercising Your Rights to Know, Delete, or Correct

To exercise your rights to know, delete, or correct described above, please submit a request by either:

- Call us at: (714)586-8296
- Emailing us a contact@myprimecare.org

Only you, or someone legally authorized to act on your behalf, may make a request to know, delete, or correct information related to your personal information.

You may only submit a request to know twice within a 12-month period.

Your request to know, delete, or correct must:

- Provide sufficient information that allows us to verify you are the person about whom we collected personal information or an authorized representative, which may include:
 - Providing the address of your California residence, which matches the information we have on file.

- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

You do not need to create an account with us to submit a request to know, delete, or correct.

We will only use personal information provided in the request to verify the requestor's identity or authority to make it.

Response Timing and Format

We will confirm receipt of your request within ten (10) business days. If you do not receive confirmation within the 10-day timeframe, please contact contact@myprimecare.org.

We endeavor to substantively respond to a verifiable consumer request within sixty (60) days of its receipt. If we require more time (up to 45 days), we will inform you of the reason and the extension period in writing.

If you have an account with us, we may deliver our written response to that account. If you do not have an account with us, we may deliver our written response electronically via email.

Any disclosures we provide will cover at least the 12-month period preceding receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily usable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Data Retention

The Practice retains medical records based on the following criteria:

1. Adults Patients. Medical records will be retained for at least 7 years from the date of the last patient encounter.
2. Minor Patients. Medical records for minors must be retained until the patient reaches the age of 19, or for at least 7 years from the date of the last patient encounter, whichever is longer.
3. Legal Disputes. In cases where the Practices chooses to retain records beyond the periods mentioned above.

Non-Discrimination

You have the right to not be discriminated against (as provided for in applicable California law) for exercising certain of your rights referenced herein. You may have the right to receive information about the financial incentives that we offer to you.

MyPrime Care does not currently offer financial incentives to you for your personal information. In the case that MyPrime Care does offer financial incentives to you for your personal information, you may have the right to receive information about the financial incentives that we offer you.

Other California Privacy Rights

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. Please note that MyPrime Care does not disclose personal information to third parties for their direct marketing purposes.

Notice of Changes

We reserve the right to amend this Privacy Statement at our discretion and at any time. When we make changes to this Privacy Statement, we will post the updated notice on the website and update the notice's effective date. Your continued use of our website following the posting of changes constitutes your acceptance of such changes.

Contact Information

If you have any questions or comments about this notice, the ways in which MyPrime Care collects and uses your information described here, your choices and rights regarding such use, or wish to exercise your rights under California, please do not hesitate to contact us at:

Phone: (714) 586-8296

Email: contact@myprimecare.org. Kindly, title your email “**CA Privacy Rights PHI Request**”

If you need to access this Policy in an alternative format due to having a disability, please contact the phone number or email listed above.