

PRIVACY POLICY

Effective Date: July 1, 2025

Synchrony Medical Inc. and its affiliates ("we", "us", or "our") understands the importance of your privacy and takes the protection of your personal data seriously. Under this Privacy Policy ("Policy"), we have undertaken technical and organizational measures to ensure that the regulations on data protection are observed both by us and our service providers:

- If you visit our website;
- When registering for customer access to our portals and online tools once those are available;
- When communicating with us or a representative (including by phone, email, text, chat, or otherwise); or
- On online pages or apps.

This Policy also describes how we use and disclose this information, and certain rights and options you have regarding your information.

By providing us with personal information or using our website, you expressly consent to the information-handling practices described in this Policy. If you do not agree with this Policy, please do not use the website or provide us with your information.

1. Information We Collect:

For the purposes of this Policy, "personal information" is any information that identifies, relates to, or can be used to contact a particular individual.

The types of personal information we may collect includes the following categories:

- Contact Information: Name, email address, phone number, job title, mailing address, and other similar details
- Account Information: Username, password, account numbers, billing or other identifiers if you access our portals or tools
- Device and Usage Information: IP address, browser type, operating system, pages visited, and usage patterns on our site
- Marketing and Communication Preferences: Details about your preferences and interactions with our emails, surveys or other messages
- Communication Records: Messages, support requests, or feedback you send us by email, phone, text, or chat
- Professional or Relationship Information: Details about your job role, organization, or your relationship with our company
- Third-Party Sources: We may receive additional information from healthcare providers, service partners, or publicly available sources to help us better serve you or meet legal obligations

We reserve the right to aggregate or anonymize the foregoing types of data such that they are no longer capable of identifying you, in which case they are no longer considered "personal information" for the purposes of this Policy.

2. How We Use Your Information

We use the personal information identified above for the following purposes:

- Provide access to our website, tools, and services
- Respond to your inquiries and provide customer support
- Help healthcare providers deliver care to patients
- Improve and personalize your experience with our website
- Prevent fraud, hacking, and other illegal activity
- Comply with legal and regulatory requirements
- Send updates, newsletters, or marketing messages (you can opt out anytime)
- Analyze traffic and usage patterns on our website
- Enforce our terms, agreements, or rights
- Bill your insurance or other payer for products or services you receive from us
- Internal operations like budgeting, quality control, or product improvement
- Manage vendor and distributor relationships

3. Our Responsibilities

We are required by law to protect your health information and to provide this Policy. We will:

- Keep your information safe and confidential
- Follow the practices described in this Policy
- Notify you if there is a breach that affects your information

4. Cookies and Tracking Tools

We use cookies and similar technologies (like pixels and web beacons) to:

- Recognize your browser or device
- Understand how you interact with our website
- Personalize your experience
- Monitor website traffic and trends

You can usually disable cookies through your browser settings, but doing so may affect your experience on our site.

5. Sharing Your Information

We may share your information with:





- Our service providers who help us run our business
- Healthcare providers involved in your care
- Regulatory authorities if required by law
- Business partners (with your consent or as needed for joint services)
- Legal or financial advisors when necessary
- A buyer or successor in the event of a merger or asset sale

6. Protecting Your Information

We use technical, administrative, and physical safeguards to protect your personal information. While we work hard to keep your data secure, no system can guarantee 100% protection, so please use care when sharing information online.

7. Your Rights

You have control over your personal information. You may have a right of access to the personal information that we hold about you, and to some related information, under data protection law. You can also require any inaccurate personal information to be corrected or deleted. You can object to our use of your personal information for direct marketing purposes at any time and you may have the right to object to our processing of some or all of your personal information (and require them to be deleted) in some other circumstances. You can ask for a list of when and with whom we've shared your health information, except for uses related to treatment, payment, and healthcare operations. Please contact us as set out below to request access, correction, opt out, or delete your data, subject to applicable laws. For more on your rights under HIPAA, visit <https://www.hhs.gov/hipaa/for-individuals/notice-privacy-practices>. If you think your rights have been violated, you can file a complaint with us or with the U.S. Department of Health and Human Services as set forth below. You won't be penalized for doing so.

- U.S. Department of Health and Human Services, Office for Civil Rights
200 Independence Avenue SW, Washington, D.C. 20201
 1-877-696-6775
 <https://www.hhs.gov/ocr/privacy/hipaa/complaints>
- Synchrony Medical
222 Jersey City Blvd., Jersey City, NJ 07305
 1-800-590-1807
 support@synchrony-medical.com

8. Children's Privacy

Our website is not directed to children under 13. We do not knowingly collect personal information from children. If we learn we've collected information from a child without parental consent, we will delete it.

9. Other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices or content on those third-party sites.

10. Cross Border Transfers

To the extent personal information is transferred out of the country where the owner of that personal information lives, such as to our affiliates or business partners in other countries, different standards may apply to how your data is used and protected in those countries. We have appropriate safeguards in place in accordance with applicable legal requirements to ensure that data is adequately protected irrespective of the country. This includes obtaining written assurances from any third party given access to your data so as to require them to adopt standards that ensure an equivalent level of protection for data as that adopted by us and standardized corporate safeguards and contractual measures (based on the European Commission Model Clauses) for internal data transfers to our affiliates in third countries which are deemed to provide an inadequate level of data protection.



11. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we'll update the "Effective Date" at the top of this page. Please review this policy periodically to stay informed. To assist us in ensuring that we can provide the most accurate information possible, you should check this Policy for updates regularly. If we have an ongoing relationship with you and any of the information you have provided is no longer accurate, please inform us of this so we can update our records.

12. Contact Us

If you have questions or want to exercise your privacy rights, you can contact us at:

Synchrony Medical Inc.

Phone: 1-800-590-1807

Email: support@synchrony-medical.com