

Privacy Policy

We recognize that you may be concerned about our use and disclosure of your personal information. Your privacy is very important to us, and the following will inform you of the information that we may collect from you, and how it is used. By using our website, **www.texashealthhomecare.com** (the “Website”), you are accepting the practices described in this policy. The Company’s application is a Disclaimer for using the home health website application. By using the Company application, you consent to the data practices described in this statement.

WHO WE ARE

Texas Health Home Care (THHC) is independently owned and operated. This privacy policy applies to the information we collect through the Website and through other digital activities in which this privacy policy is posted or linked. This privacy policy does not apply to information collected by us offline or through any website operated by our affiliates. This privacy policy generally does not apply to data collected, controlled, or processed by a third party acting on behalf of us except to the extent your specific data has been collected by us.

INFORMATION WE COLLECT

We may collect the following kinds of information when you use the Services:

1. Information you provide directly to us

For certain activities, such as when you register, use our Services, subscribe to our alerts, or contact us directly, we may collect some or all of the following types of information:

- Contact information, such as your full name, email address, mobile phone number, and address; your demographics such as age, gender, race.
- Other identifying information, including your social security number;
- Username and password;
- Payment information, such as your insurance identification and group numbers, health plan, insurance card, credit card number, expiration date, and credit card security code;
- Your location;
- Images or videos provided by you, including any metadata attached to such files;
- Personal health information, including information about your health condition, previous treatments, general health, and health insurance;
- Any other information you provide to us.

We may combine such information with information we already have about you.

2. Information we collect automatically

We may collect certain information automatically when you use our Services, such as your Internet protocol (IP) address, device and advertising identifiers, browser type, operating system, Internet service provider, pages that you visit before and after using the Services, the date and time of your visit, information about the links you click and pages you view within the Services, and other standard server

log information. We may also automatically collect technical information (such as time zone setting and location, and other technology on the devices) used to access the Services. We may also use other automatic technologies such as web server logs, pixels, and web beacons.

We may also receive information about you from other sources, including through third-party services and organizations. We may combine our first-party data, such as your email address or name, with third-party data from other sources and use this to contact you (e.g. through direct mail). For example, if you access third-party services, such as Facebook, Google, or Twitter, through the Services to log into the Services or to share information about your experience on the Services with others, we may collect information from these third-party services.

HOW WE USE YOUR INFORMATION

We generally use the information we collect online to:

- Provide and improve the Services;
- Contact you;
- Fulfill your requests for services and information;
- Send you information about additional clinical services or general wellness from us or on behalf of our affiliates and trusted third-party partners;
- Analyze the use of the Services and user data to understand and improve the Services;
- Customize the content you see when you use the Services;
- Conduct research using your information, which may be subject to your separate written authorization;
- Prevent potentially prohibited or illegal activities;
- To protect our rights and the rights of other users;
- For any other purposes disclosed to you at the time we collect your information or pursuant to your consent.

HOW WE SHARE YOUR INFORMATION

We are committed to maintaining your trust, and we want you to understand when and with whom we may share the information we collect.

- **Healthcare providers, insurance companies, and other healthcare-related entities.** We may share your information with other health care providers, pharmacies, laboratories, government agencies, insurance companies, and other entities relevant to providing you with the Services. We will seek your express consent to do so where required.
- **Authorized third-party vendors and service providers.** We may share your information with third-party vendors and service providers that help us with specialized services, including billing, payment processing, customer service, email deployment, business analytics, marketing (including but not limited to advertising, attribution, deep-linking, direct-mail, mobile marketing, optimization, and retargeting), performance monitoring, hosting, and data processing. These third-party vendors and service providers may not use your information for purposes other than those related to the services they are providing to us.
- **Research partners.** We may share your information with our research partners to conduct health-related research; such sharing may be subject to your separate written authorization.
- **Corporate affiliates.** We may share your information with our corporate affiliates that are subject to this policy.

- **Business transfers.** We may share your information in connection with a substantial corporate transaction, such as the sale of the Services or a merger, consolidation, asset sale, or in the unlikely event of bankruptcy.
- **Legal purposes.** We may disclose information to respond to subpoenas, court orders, legal process, law enforcement requests, legal claims or government inquiries, and to protect and defend the rights, interests, health, safety, and security of the company, our affiliates, users, or the public. If we are legally compelled to disclose information about you to a third party, we will attempt to notify you by sending an email to the email address in our records unless doing so would violate the law or unless you have not provided your email address to us.
- **With your consent or at your direction.** We may share information for any other purposes disclosed to you at the time we collect the information or pursuant to your consent or direction.
- **SMS Consent and Phone Numbers collected for SMS purposes will not be shared with third parties and affiliates for marketing purposes**

SHARING YOUR INFORMATION WITH THIRD PARTIES

The Company does not sell, rent, or lease its customer lists to third parties.

The Company may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to the Company, and they are required to maintain the confidentiality of your information.

The Company may disclose your personal information, without notice, 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 the Company or the site; (b) protect and defend the rights or property of the Company; and/or (c) act under exigent circumstances to protect the personal safety of users of the Company, or the public.

Please keep in mind that whenever you voluntarily disclose personal information online – for example through e-mail, discussion boards, or elsewhere – that information can be collected and used by others. In short, if you post personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return.

SECURITY

The security of your personal information is important to us. We take a number of organizational, technical, and physical measures designed to protect the personal information we collect, both during transmission and once we receive it. However, no security safeguards are 100% secure, and we cannot guarantee the security of your information. We have implemented procedures to deal with any suspected data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

HOW LONG WE KEEP YOUR INFORMATION

We will keep your information for as long as reasonably necessary for the purposes described in this Privacy Policy, while we have a legitimate business need to do so, or as required by law (e.g., for regulatory reporting including to government entities who may oversee the safety and efficacy of research, legal, tax, accounting or other purposes), whichever is longer.

To determine the appropriate retention period for your information, we will consider the amount, nature, and sensitivity of the information, the potential risk of harm from unauthorized use or disclosure of your information, the purposes for which we use your information, and whether we can achieve those purposes through other means, and the applicable legal requirements.

SMS

By providing us with your mobile phone number through our designated sign-up forms, you consent to receive SMS messages from us to the provided mobile number. These messages may include promotional offers, employment offers, service updates, and other relevant communications. SMS opt-in or phone numbers for the purpose of SMS are not being shared. SMS Consents or mobile phone numbers are not shared with third parties or affiliates for marketing purposes.

YOUR CHOICES

You may request that we update or delete your personal information by sending us an email at txhinfo@gmail.com. We will use commercially reasonable efforts to correct or delete your information. Please see "Your Rights" below for more about your data rights.

Opt-out of Communications

You may continue to receive Service-related and other non-marketing communications by following the instructions in a particular communication (such as a text message) or by sending an email with your communication preferences to txhinfo@gmail.com.

Disabling Cookies

You may be able to refuse or disable cookies by adjusting your web browser settings. Because each web browser is different, please consult the instructions provided by your web browser (typically in the "help" section). Please note that you may need to take additional steps to refuse or disable Local Shared Objects and similar technologies. For example, Local Shared Objects can be controlled through the instructions on Adobe's Setting Manager page. If you choose to refuse, disable, or delete these technologies, some of the functionality of the Services may no longer be available to you.

Do Not Track Signals

Some Internet browsers may be configured to send "Do Not Track" signals to the online services that you visit. We currently do not respond to do not track signals. To find out more about "Do Not Track," please visit <http://www.allaboutdnt.com>.

YOUR RIGHTS

Your local laws may permit you to request that we:

- provide access to and/or a copy of certain information we hold about you;
- prevent the processing of your information for direct-marketing purposes (including any direct marketing processing based on profiling);
- update or rectify information which is out of date or incorrect;
- delete certain information which we are holding about you;
- oppose, cancel, or restrict the way that we process and disclose certain information;
- transfer your information to a third-party provider of services;
- revoke your consent for the processing of your information.

We will consider all requests and provide our response within the time period stated by applicable law. Please note, however, that certain information may be exempt from such requests in some

circumstances, which may include if we need to keep processing your information for our legitimate interests, to comply with a legal obligation, [or where the information provided in connection with Research is necessary in the public interest]. We may request you provide us with information necessary to confirm your identity before responding to your request as required or permitted by applicable law. If you would like further information in relation to your legal rights under applicable law, or would like to exercise those rights, please email txhcinfo@gmail.com. Please be sure to include your name, address (including the state where you reside), and email address so we can respond to your request in the time frame required under your state's laws.

COOKIES

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site. For instance, when we use a cookie to identify you, you would not have to log in a password more than once, thereby saving time while on our site. Cookies can also enable us to track and target the interests of our users to enhance the experience on our site. Usage of a cookie is in no way linked to any personally identifiable information on our site.

LINKS

This Website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

SURVEYS & CONTESTS

From time-to-time our site may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

CONSENT

By using this Website, you consent to the collection and use of information as specified above. If we make changes to our Privacy Policy, we will post those changes on this page. Please review this page frequently to remain up to date with the information we collect, how we use it, and under what circumstances we disclose it. You must review the new Privacy Policy carefully to make sure you understand our practices and procedures.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at (469) 868-4455 or via mail Attn: Privacy Officer, 3365 Regent Blvd, Ste 130A, Irving, TX 75063