

# All Care Pay, LLC Privacy Policy

**Effective Date: 13 January 2025**

## All Care Pay, LLC Privacy Policy Privacy Statement

All Care Pay, LLC, (“ACP”, “we”, “our”, or “us”) is committed to protecting the privacy of all visitors to the ACP website. ACP has established this Privacy Statement to inform you of the specific practices and guidelines that help ensure the security and confidentiality of your personal information. By using or accessing in any way the websites we control and operate, including <https://allcarepay.com> our Homepages (our “Websites”), and our online requisition portal (our “Client Portal”) or by transmitting information to us by email or other electronic means, you agree to the terms of this Privacy Statement. If you do not agree with the terms of this Privacy Statement, please do not access or use the Websites.

**NOTE:** If you are accessing our Website from within the European Economic Area (EEA), or have obtained our services while within the EEA, please also review our [GDPR Policy](#), available on our website. ACP intends to provide GDPR protection consistently to individuals regardless of whether GDPR applies.

## Updates

ACP may revise this Privacy Statement from time to time. All updates to this statement will be posted on this web page. If we make significant changes, ACP will notify you by posting a notice on the website. Please check the website for the most current version of our Privacy Statement. Your continued use of the website after we have posted a notice on the website constitutes your acceptance of such changes.

## Linked Websites

The ACP Websites may contain links to external websites. ACP does not maintain these sites and is not responsible for the privacy practices of sites that it does not operate. Please refer to the specific privacy statements posted on these sites.

## Aggregate Data Collections

ACP may track visits to our Websites and use visitor logs to compile anonymous aggregate statistics. This aggregate information may be collected site-wide and includes anonymous website statistics. In addition, when you browse our Websites, our system automatically collects information such as your web request, Internet Protocol (“IP”) address, browser type, browser language, domain names, referring and exit pages and URLs, platform type, pages viewed and the order of these page views, the amount of time spent on particular pages, the date and time of your request and one or more cookies that may uniquely identify your browser. This information is used to analyze trends, administer the Websites, improve the design of our Websites, and otherwise enhance the services we provide.

## Cookies

Certain pages of the Websites and/or html email correspondence may use session cookies, persistent cookies or web beacons to anonymously track unique visitors, save website preferences and to allow us to recognize visits from the same computer and browser. You have the option to reject the Websites’ cookies and still use the Website. However, your access to the Website may be limited.

## **Children**

The ACP Websites are directed toward adults. If you are under the age of 16, you must obtain the authorization of a responsible adult (parent, legal custodian, or teacher) before using or accessing our Websites. We will not knowingly collect or use any personal information from any children under the age of 16. If we become aware that we have collected any personal information from children under 16, we will promptly remove such information from our databases.

## **Types of Personal information Collected**

ACP may collect, store, and use personally identifiable information that you provide, or we receive from others, such as:

- Registration Information: Information submitted when creating an account. (i.e. name, email address/preference, postal code, telephone number).
- Information you submit when contacting us: (i.e. name, contact information, any other information you chose to submit).
- Information you submit to the Client Portal. Information from third parties

## **USE OF PERSONAL INFORMATION**

ACP may collect, store and use personally identifiable information for our general commercial purposes, such as to improve our Websites, and to offer you information which we believe may be of interest to you. This may include the following purposes, for example:

- To contact you,
- To improve this website and expand our business,
- To provide you with information that you have requested,
- To respond to your inquiries,
- To provide you with technical support,
- To enforce our Terms and Conditions and other policies governing uses of our Websites, • To alert you to new features or services,
- To communicate with you about your transactions or potential transactions with us, • To provide information about our Websites, login information, and related clinical and research information,
- To administer your account,
- Notify you of opportunities, clinical trials, or clinical treatments available to you when appropriate.
- To ensure that our Websites and Services function properly,
- To keep our website secure,
- To measure and understand the effectiveness of advertising and outreach.

## **DISCLOSURE OF PERSONAL INFORMATION**

ACP will not sell or rent your personal information to any other company or organization. ACP may access and/or disclose your personal information in the following circumstances: • If you request or authorize it;

- If the Information is provided to help complete a transaction for you;
- If the Information is provided to comply with the law, applicable regulations, or if we believe necessary or appropriate in connection with an investigation of illegal activity or to enforce the policies governing our website.
- If the disclosure is done as part of a purchase, transfer or sale of services (i.e. Corporate restructuring, merger or consolidation with, or sale of substantially all of our assets to a third

party.)

- If the Information is provided to third party service providers to perform functions on our behalf (i.e. analyzing data, providing marketing assistance, providing client services).

## **SECURITY MEASURES**

Information that you provide to ACP through these Websites is encrypted using industry standard Secure Sockets Layer (SSL) technology, with the exception of information you send via email. Your information is processed and stored on controlled servers with restricted access. Unfortunately, we cannot ensure or warrant the security of any information you transmit to our Websites, and you do so at your own risk. As a consequence, ACP disclaims any warranties or representations relating to maintenance or nondisclosure of private information.

## **INFORMATION ACCESS, UPDATES AND CHOICE**

You may choose to provide information to ACP by completing the registration form, sending us an email or otherwise contacting us. In the registration form, you may have an opportunity to elect to receive certain communications from us. ACP email correspondence will include instructions on how to update certain personal information and how to unsubscribe from our emails and postal mail correspondence. Please follow the instructions in the emails to notify ACP of changes to your name, email address and preference information. ACP will take reasonable steps, such as confirmation emails, to verify your identity before granting access to your personal information. If you choose to unsubscribe from our email and/or postal mail services, you will no longer receive this correspondence. However, ACP may retain your information for a period of time to resolve disputes, troubleshoot problems or for other valid business or legal reasons.

## **THIRD PARTY INFORMATION**

You agree that you have provided notice to, and obtained consent from, any third party individuals whose personal information you supply to us, including with regard to: (a) the purposes for which such third party's personal information has been collected; (b) the intended recipients or categories of recipients of the third party's personal information; (c) which of the third party's information is obligatory and which information, if any, is voluntary; and (d) how the third party can access and, if necessary, rectify the information held about them.

## **FINANCIAL INFORMATION**

We do not currently collect financial information, such as your payment method (valid credit card number, type, expiration date or other financial information); that information is collected and stored by our third party payment processing company (the "Payment Processor"), and use and storage of that information is governed by the Payment Processor's applicable terms of service and privacy policy.

## **EMAIL COMMUNICATIONS WITH US**

As part of the Services, you may occasionally receive email and other communications from us, such as communications relating to your Account. Communications relating to your Account will only be sent for purposes important to the Services, such as password recovery.

## **GOVERNING LAW**

Our Websites are controlled and operated by All Care Pay. By choosing to visit our Websites or otherwise provide information to ACP, you agree that any dispute over privacy or the terms contained in this Privacy Statement will be governed by the laws of the State of Utah, USA. If you are accessing our Websites from any location with regulations or laws governing personal data collection, use or disclosure that differ from United States laws or regulations, please note that through your continued use of our Websites, which is governed by the laws of the State of Utah and the United States of America and this Privacy Statement, you are transferring personal information to the United States of America and you consent to that transfer and to the collection and processing of such information in the United States. You also consent to the adjudication of any disputes arising in connection with our Websites in the federal and state courts of Davis County in the State of Utah. You also agree to attempt to mediate any such disputes.

## **CLIENT PORTAL**

In addition to the other terms of this Privacy Statement, the following terms concern how medical information concerning our patients is used or disclosed through our Client Portal.

**Users** – The Client Portal is only for the use of clients or their authorized representatives as stated in the Terms and Conditions of Use for the Client Portal.

**Protected Health Information** – The Client Portal is used for the storage and transmission of Protected Health Information between ACP, and their clients or duly authorized representatives. Protected Health Information is used in accordance with the Health Information Portability and Accountability Act (HIPAA) and applicable federal and state laws governing patient privacy. We also comply with the Genetic Information Nondiscrimination Act (GINA)

Protected Health Information available on the Client Portal may only be used or disclosed by the Client or a duly authorized representative. It may not be used directly for medical diagnosis. The information is intended only as informational to assist in guiding a medical or related professional toward possible treatments or options for the Client.

For detailed information please see our **Notice of Privacy Practices**.

**Security Measures** – Information accessed through this Client Portal, including Protected Health Information, is secured using administrative, physical and technical safeguards. For example, the transfer of information is encrypted using industry standard Secure Sockets Layer (SSL) technology and information is stored on controlled servers with restricted access. All access is password protected and each individual user has his/her own username and password. All access is tracked at ACP for security purposes.