



## Privacy Policy for SimplyEcare, LLC

Protecting your private information is our priority. This Statement of Privacy applies to Spruce Health, and SimplyEcare LLC and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to SimplyEcare LLC include Simplyecare.com. SimplyEcare LLC application is a Healthcare application. By using the SimplyEcare LLC application, you consent to the data practices described in this statement.

### **Collection of your Personal Information**

In order to better provide you with products and services offered, SimplyEcare LLC may collect personally identifiable information, such as your:

- First and Last Name
- Mailing Address
- E-mail Address
- Phone Number
- Medical information

If you purchase SimplyEcare LLC's products and services, we collect billing and credit card information. This information is used to complete the purchase transaction.

SimplyEcare LLC may also collect anonymous demographic information, which is not unique to you, such as your:

- Age
- Gender
- Race

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services. These may include: (a) registering for an account; (b) signing up for special offers from selected third parties; (c) sending us an email message; (d) submitting your credit card or other payment information when ordering and purchasing products and services. We will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non personal information in the future.

### **Use of your Personal Information**

SimplyEcare LLC collects and uses your personal information to operate and deliver the

services you have requested.

SimplyEcare LLC may also use your personally identifiable information to inform you of other products or services available from SimplyEcare LLC and its affiliates.

### **Sharing Information with Third Parties**

SimplyEcare LLC does not sell, rent or lease its customer lists to third parties.

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

SimplyEcare LLC 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 a legal process served on SimplyEcare LLC or the site; (b) protect and defend the rights or property of SimplyEcare LLC; and/or (c) act under exigent circumstances to protect the personal safety of users of SimplyEcare LLC, or the public.

### **Security of your Personal Information**

SimplyEcare LLC secures your personal information from unauthorized access, use, or disclosure. SimplyEcare LLC uses the following methods for this purpose:

- Two Factor Identification
- Face ID or Fingerprint ID
- HITRUST Certification

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

### **Right to Deletion**

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; however, we must keep healthcare records on file for 7 years
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform

contract between you and us;

- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

### **Children Under Thirteen**

SimplyEcare LLC collects personally identifiable information from children under the age of thirteen. SimplyEcare LLC collects this information for the following reason(s): Medical Care.

We provide information about our personal data practices for children on our home page and wherever we knowingly collect personal data from children on our application. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this application. If you are a parent and you have questions regarding our data collection practices, please contact us using the information provided at the end of this Statement of Privacy.

The information that will be collected from minors via their guardian include: Medical and family history, demographics such as age, location.

The information will be used to perform telemedicine visits, assess, diagnose and treat the child. The site in which the data collected follows strict privacy and confidentiality protocols and will be stored within the apps confines in a protected archive.

SimplyEcare requires legal guardian consent and presence in the event that a telemedicine visit is performed for a minor.

The Disclosure of any information is defined in this document.

### **Disconnecting your SimplyEcare LLC Account from Third Party Websites**

You will be able to connect your SimplyEcare LLC account to third party accounts. BY CONNECTING YOUR SIMPLYECARE LLC ACCOUNT TO YOUR THIRD PARTY ACCOUNT, YOU ACKNOWLEDGE AND AGREE THAT YOU ARE CONSENTING TO THE CONTINUOUS RELEASE OF INFORMATION ABOUT YOU TO OTHERS (IN ACCORDANCE WITH YOUR PRIVACY SETTINGS ON THOSE THIRD PARTY SITES). IF YOU DO NOT WANT INFORMATION ABOUT YOU, INCLUDING PERSONALLY IDENTIFYING INFORMATION, TO BE SHARED IN THIS MANNER, DO NOT USE THIS FEATURE. You may disconnect your account from a third party account at any time. They may use the app and also contact the third party for

cancellation

### **External Data Storage Sites**

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

### **Changes to this Statement**

SimplyEcare LLC reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our application, and/or by updating any privacy information. Your continued use of the application and/or Services available after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

### **Contact Information**

SimplyEcare LLC welcomes your questions or comments regarding this Statement of Privacy. If you believe that SimplyEcare LLC has not adhered to this Statement, please contact SimplyEcare LLC at:

SimplyEcare LLC  
Email Address:  
support@simplyecare.com

Telephone number:  
(480)933-1989

Effective as of September 01, 2021

