

## Privacy Policy 2019

Infinedi, LLC prides itself on its commitment to protecting your privacy. This Privacy Policy describes in greater detail the privacy practices of Infinedi, LLC ("Infinedi") and its affiliates, meaning companies related by common ownership or control, ("us," "we," "our") responsible for collecting and maintaining certain information collected about you.

If you have questions or complaints regarding our Privacy Policy or practices, please contact us as detailed under the *How to Contact Us*, heading below.

**1. WHEN THIS PRIVACY POLICY APPLIES.** If a service you're using links to this Privacy Policy, this Privacy Policy applies to you. This Privacy Policy applies to our websites, products and services (collectively, "Services") that link to this Privacy Policy.

**2. WHAT WE DO WITH YOUR INFORMATION.** We want to be clear about what information we collect and how we use it to deliver our services to you, operate our business and help make our services useful, more intelligent, and work better for you. We do not sell or share your personal information with third parties for their own commercial uses without your consent.

**a) Types of Information We Collect.** When you access our services, we may collect information from you which can be used to identify you ("Personal Information"), such as your name, shipping/billing address, email address, phone, username and password.

We collect information when you register or open an account, sign in, pay a bill, purchase a service, contact us for support, or give us feedback. We may also get information from other companies or third parties, such as when you sync a third-party account or service with your Infinedi service, or when we use service providers to supplement the personal information you give us (e.g., validate your mailing address) to help us maintain the accuracy of your data and provide you with better service. Finally, we also collect content or other information that you may provide or create when you interact with our services.

We may also automatically collect certain usage information when you access our services ("Usage Data"), such as Internet Protocol ("IP") addresses, log files, unique device identifiers, pages viewed, browser type, any links you click on to leave or interact with our services and other usage information collected from cookies and other tracking technologies. For example, we collect IP addresses to track and aggregate non-personal information, such as using IP addresses to monitor the regions from which users navigate to our services. We also collect IP addresses from users when they log into the services as part of our log in and security features.

Our services may change over time and we may introduce new features that may collect new or different types of information.

**b) How We Use Your Information.** We may use your information, including your Personal Information, for the following purposes:

*Account Registration.* We may use your name, address, phone number and email address to register your account for certain services we provide and to communicate important information to you. We may obtain additional Personal Information about you, such as address change information, from

commercially available sources, to keep our records current. If you set up an administrator account that may be accessed by people other than you, please note that they may see and can change or delete your Personal Information.

*To Provide Our Services and Operate Our Business.* We may use your information to operate our business, including providing services you requested, provide you with support related to our services, and to help us protect our services, including to combat fraud and protect your information.

*Customer Service and Technical Support.* We may use your name, address, phone number, email address, how you interact with our services, and information about your computer configuration to resolve questions you may have about our services and to follow up with you about your experience. We may also offer various internet chat services, for example, to speak with a support representative. Internet chat transmissions are encrypted but you should not supply more Personal Information than is required to address your specific issue. A transcript of the session is retained to resolve questions or issues related to our services.

*Communicate with You and Tell You About Other Services.* We may use your information to communicate with you about our services and to give you offers for third party products and services that we think may be of use to you.

*To Improve Services and Develop New Services.* We will use your information to personalize or customize your experience and the service, develop new features or services, and to improve the overall quality of our services.

*Feedback.* We may use any information you volunteer in surveys you answer for us and combine them with answers from other customers to better understand our services and how we may improve them. Answering any survey is optional.

*How to Contact Us.* You may contact us directly by calling 800-688-8087 and asking for the Infinedi Privacy Officer. You may also contact us via email at [hipaa@infinedi.net](mailto:hipaa@infinedi.net).

*Research, Including Publishing or Sharing Combined Information from Many Users, But Only in a Way That Would Not Allow You or Any Other Person to be Identified.* We may prepare and share information about our customers with third parties, such as advertisers or partners, for research, academic, marketing and/or promotional purposes, if neither you nor any other person is identifiable. For example, we may share demographic data that describes the percentage of our customers who utilize a particular operating system. We, or our third-party partners, may publicly report the aggregated findings of the research or analysis, but only in a way that would not allow you or any other person to be identified.

**3. Privacy and Security Accreditation.** Infinedi is accredited for Privacy and Security through EHNAC ([www.EHNAC.org](http://www.EHNAC.org)), a national organization and the premier accreditation authority promoting standards that support interoperability, stakeholder trust, regulatory compliance, quality service, innovation, and open competition within the healthcare industry.