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# Privacy Policy

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy. This Privacy Policy is incorporated into and is subject to our Terms of Use, which governs your use of the Services.

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Privacy Policy:

- Account means a unique account created for You to access our Service or parts of our Service.
- Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to PatientHelpAI LLC, Newark, Delaware 19702.
- Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.
- Country refers to: Delaware, United States.
- Device means any device that can access the Service such as a computer, a cellphone or a digital tablet.
- Personal Data is any information that relates to an identified or identifiable individual.
- Service refers to the Website.
- Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
- Third-party Social Media Service refers to any website or any social network website through which a User can log in or create an account to use the Service.

- Website refers to PatientHelpAI, accessible from <https://www.patienthelp.ai>
- You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## Collecting and Using Your Personal Data

### Types of Data Collected

#### Personal Data

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- Email Address
- First name and last name

Sensitive Information. When necessary, with your consent or as otherwise permitted by applicable law, we process the following categories of sensitive information:

- health data
- genetic data
- biometric information
- data about a person's sex life or sexual orientation
- information revealing race or ethnic origin

If you sign up as a paying subscriber, payment information, such as card number, is collected and processed directly by our third-party payment processor. For information on our payment processor's collection, use and storage of your personal data, please see the payment processor's privacy policy. Our payment processors do not share your full payment card information with us.

Please note that if you submit any of your personally identifiable information to a portion of the Services that is accessible by other users, including an online forum or comment section, other users will be able to see that personally identifiable information. Accordingly, only include information in your submissions that you are comfortable sharing with third parties. Note: not all linked forums are administered by PatientHelpAI.

### Data Retention Policy

#### 1. Procedure for Data Retention:

At PatientHelpAI, we adopt a systematic and comprehensive data retention approach to ensure that personal data is only retained for as long as necessary in relation to the

purposes for which they were collected. Data is stored in secure environments protected by state-of-the-art encryption and security protocols.

**2. Duration of Retention:**

Personal data is retained for a period deemed necessary for our legitimate business purposes or to comply with our legal obligations or for other essential purposes such as resolving disputes, enforcing our agreements, and supporting business operations. After the end of the retention period, your personal data will be securely deleted or anonymized. An example of this period would be when you have registered an account that has not been deleted.

## **Subject Rights Regarding Personal Data**

1. **Right to Access:** Every user has the right to request access to their personal data held by PatientHelpAI. Upon request, we will provide a copy of the data, unless legal exceptions apply.
2. **Right to Rectification:** If a user believes any of their data held by us is incorrect or incomplete, they have the right to ask us to update or correct it.
3. **Right to Erasure (Right to be Forgotten):** Users can request the deletion of their personal data when it's no longer necessary for us to retain it. There might be circumstances where we are legally obliged to retain the data, in which case the request might not be fulfilled.
4. **Right to Data Portability:** Users can ask to receive their personal data in a structured, machine-readable format, or they can request the direct transfer of their data to another entity.
5. **Right to Object:** Users can object to the processing of their personal data under certain circumstances, such as direct marketing.

## **Requests Regarding Personal Data**

To exercise any of the rights mentioned above, users can contact us through our website or [bicharadavid@gmail.com](mailto:bicharadavid@gmail.com). We aim to respond to requests within 30 days. Exceptions might occur if the request is particularly complex or if you make multiple requests.

## **Automatically Collected Information**

Some data is collected automatically when using the Service.

Whenever you interact with our Services, we automatically receive and record information on our server logs from your browser or device, which may include your IP address, geolocation data, device identification, "cookie" information, the type of browser and/or device you're using to access our Services, and the page or feature you requested, including time spent on those pages. "Cookies" are identifiers we transfer to your browser or device that allow us to recognize your browser or device and tell us how and when pages and features in our Services are visited and by how many people. You may be able to change the preferences on your browser or

device to prevent or limit your device's acceptance of cookies, but this may prevent you from taking advantage of some of our features.

We use Google Analytics to process the data. To learn more about how Google uses information from sites or apps that use Google Analytics services, go to <https://policies.google.com/technologies/partner-sites>

## **Information from Third-Party Social Media Services**

The Company allows You to create an account and log in to use the Service through the following Third-party Social Media Services:

- Google

If You decide to register through or otherwise grant us access to a Third-Party Social Media Service, We may collect Personal data that is already associated with Your Third-Party Social Media Service's account, such as Your name, Your email address, Your activities or Your contact list associated with that account.

You may also have the option of sharing additional information with the Company through Your Third-Party Social Media Service's account. If You choose to provide such information and Personal Data, during registration or otherwise, You are giving the Company permission to use, share, and store it in a manner consistent with this Privacy Policy.

## **Tracking Technologies and Cookies**

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service. The technologies We use may include:

- **Cookies or Browser Cookies.** A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Service. Unless you have adjusted Your browser setting so that it will refuse Cookies, our Service may use Cookies.
- **Web Beacons.** Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser. Learn more about cookies on the Privacy Policies website article.

We use both Session and Persistent Cookies for the purposes set out below:

### **Necessary / Essential Cookies**

**Type:** Session Cookies

**Administered by:** Us

**Purpose:** These Cookies are essential to provide You with services available through the Website and to enable You to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that You have asked for cannot be provided, and We only use these Cookies to provide You with those services.

### **Cookies Policy / Notice Acceptance Cookies**

**Type:** Persistent Cookies

**Administered by:** Us

**Purpose:** These Cookies identify if users have accepted the use of cookies on the Website.

### **Functionality Cookies**

**Type:** Persistent Cookies

**Administered by:** Us

**Purpose:** These Cookies allow us to remember choices You make when You use the Website, such as remembering your login details or language preference. The purpose of these Cookies is to provide You with a more personal experience and to avoid You having to re-enter your preferences every time You use the Website.

For more information about the cookies we use and your choices regarding cookies, please visit our Cookies Policy or the Cookies section of our Privacy Policy.

## **Use of Your Personal Data**

The Company may use Personal Data for the following purposes:

- **To provide and maintain our Service**, including to monitor the usage of our Service.
- **To manage Your Account:** to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.
- **For the performance of a contract:** the development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with Us through the Service.
- **To contact You:** To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.

- **To provide You** with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.
- **To manage Your requests:** To attend and manage Your requests to Us.
- **For business transfers:** We may use Your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by Us about our Service users is among the assets transferred.
- **For other purposes:** We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

We may share Your personal information in the following situations:

- **With Service Providers:** We may share Your personal information with Service Providers to monitor and analyze the use of our Service, to contact You.
- **For business transfers:** We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of Our business to another company.
- **With Affiliates:** We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.
- **With business partners:** We may share Your information with Our business partners to offer You certain products, services or promotions.
- **With other users:** when You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside. If You interact with other users or register through a Third-Party Social Media Service, Your contacts on the Third-Party Social Media Service may see Your name, profile, pictures and description of Your activity. Similarly, other users will be able to view descriptions of Your activity, communicate with You and view Your profile.
- **With Your consent:** We may disclose Your personal information for any other purpose with Your consent.

## Information Security

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties

will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only

## **Licenser Access**

You may also be allowed to create an account in conjunction with a school or organization (“Licenser”) you are a member of. When you create an account through their license, you agree to this Privacy Policy, as well as any supplemental provisions or agreements contained in your agreement with the Licenser. Your agreement with the Licenser may change your rights and obligations related to automatically collected information, prohibited uses, and Contributions. If you have questions related to your rights or obligations with respect to a Licenser, you should direct them first to your License agreement, and then to this Privacy Policy in conjunction with the Terms of Use.

## **Business Transactions**

If the Company is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Policy.

## **Law Enforcement and Other Legal Issues**

Under certain circumstances, the Company may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency)

The Company may also access, read, preserve, and disclose Your Personal Data with belief that such action is necessary to:

- Comply with a legal obligation or court order
- Protect and defend the rights or property or safety of PatientHelpAI
- Enforce or apply our Terms of Use (<https://www.PatientHelp.ai/termservice> ) and other agreements
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

## **Security of Your Personal Data**

We endeavor to protect the privacy of your account and other personally identifiable information we hold in our records, but unfortunately, we cannot guarantee complete security.



Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time.

## **Deletion of Your Personal Data**

You may delete your account, along with your e-mail and name from our records by going to the "My Profile" on the PatientHelpAI website and on the profile page filling out the deletion form.

If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, We may require Your parent's consent before We collect and use that information.

## **Children's Privacy**

Children under the age of 13 are not permitted to use, access or register for the Services in any way. We do not knowingly collect or solicit information from anyone under the age of 13. If we learn that we have collected personally identifiable information from a child under the age of 13, we will delete that information as quickly as possible.

## **Links to Other Websites**

Our Service may contain links to other websites that are not operated by Us. If You click on a third party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

## **Changes to this Privacy Policy**

We will alert you about any changes by updating the "Last updated" date of these Terms of Use, and you waive any right to receive specific notice of each such change.

It is your responsibility to periodically review this Privacy Policy to stay informed of updates. You will be subject to, and will be deemed to have been made aware of and to have accepted, the changes in any revised Privacy Policy by your continued use of the Service after the date such revised Privacy Policy is posted.

## **Contact Us**

If you have any questions about this Privacy Policy, You can contact us by email:  
[bicharadavid@gmail.com](mailto:bicharadavid@gmail.com)