ORDERCARE PRIVACY POLICY

This Policy was last revised on June 30, 2016.

Order Care, LLC (the “Company”, “we”, “us”, “our”) operates a web-based service (the “Service”) allowing physicians and other medical professionals (the “Referring Sources”) to communicate via a mobile-device based application (the “Application”) with providers of home healthcare, infusion care, physical and occupational therapy, and other similar services (the “Providers”). This privacy policy covers the site www.ordercareonline.com, www.myordercare.com and the Application.

General Information

The Application is customized for each Provider pursuant to a contract between the Provider and the Company. The Provider is responsible to input information necessary to populate tables and information in the Application. Referring Sources download the Application onto their computers and/or mobile devices (cellular telephones and tablets), and use it to order the Care Services from the Providers for their patients.

Protected Health Information

The Application transmits Protected Health Information (“PHI”), and as a result, the Company is, or may be, a “Business Associate” as defined by the U.S. Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) or the HITECH Act of 2009 and the regulations promulgated by the Department of Health and Human Services. The Company’s standard Business Associate Agreement is found at www.ordercareonline.com/agreement. Contact support@ordercareonline.com if you would like the Company to provide you with an executable version of this Agreement.

Collection of Information

When you access our Application we may collect information regarding your visit from your computer or mobile device. Such information helps us to determine information about how you found our Application, the date that you accessed our Application and search engines that may have led you to our Application. We collect this information in order to continually improve and enhance the functionality of the Application.

Generally, you may provide us with two types of information, User Content, which may include Personal Information, and Usage Information, both of which are discussed in greater detail below.

Personal Information You Choose to Provide

In order to enable you to use the Application, you are required to provide certain Personal Information. Personal Information includes, for example, your name and email address.
Below is a description of some of the ways that you may provide Personal Information to us.

1. Account and Patient Information

You provide us with Personal Information, such as your name and email address, lists of Care Services you provide, hospitals and other health care facilities, names, addresses, and DEA registration numbers for Referring Sources. You also transmit patient information using the Service, including patient name and address, drug name, strength, dosage information, quantity and form, directions for use, refills and the like; description of Case Services, and the like.

2. Contact Us/Feedback

If you email us through the “contact” us link in our Application, We may ask you for information such as your name and email address so we can respond to your questions and comments. If you choose to correspond with us via email, we may retain the content of your email messages, your email address and our response to you. In certain cases we may post content from your emails to us in the “FAQ” or “Troubleshooting” features of our Application, provided however, such use shall not include any Personal Information or User content.

Website Usage Information

1. Cookies

We may use “cookies” on or in connection with our Application to maintain information about you. A cookie is a very small text document, which often includes an anonymous unique identifier. The Company employs the use of both “session” cookies and “persistent” cookies. A persistent cookie remains on the hard drive of your computer or mobile devise after you close your browser. Persistent cookies may be used by your browser on subsequent visits to the Application. Persistent cookies can be removed by following your web browser’s directions. A session cookie is temporary and disappears after you close your browser. We do not link the information we store in cookies to any personal information you submit while on our site.

When you access our Application, our computer may ask your computer or mobile device for permission to employ the use of a session or persistent cookie. Our Website will then send a cookie to your browser if your browser’s preferences allow it.

Most web browsers can be adjusted to inform you when a cookie has been sent to you and provide you with the opportunity to refuse that cookie. However, refusing a cookie may, in some cases, preclude you from using, or negatively impact the display or function of, our Website or certain areas or features of our Website.
The use of cookies by third parties is not covered by our privacy policy. We do not have access or control over these cookies.

2. **IP Address and Clickstream Data**

When you request pages from our Website, our servers may log your IP Address and domain name, the referring page that linked you to us (e.g., another website or a search engine), the pages you visit on this Website, information about the type of web browser, computer, platform, related software and settings you are using; any search terms you have entered, and other web usage activity and data logged by our web servers. We use this information for internal system administration, to help diagnose problems with our servers and to administer our Website. Such information may also be used to gather broad demographic information, such as country of origin and Internet Service Provider. We may also link this information with Personal Information.

3. **Device Information**

We may collect device-specific information (such as your hardware model, operating system version, unique device identifiers, and mobile device information including phone number). We may associate your device identifiers or phone number with your Order Care Account.

4. **Log Information**

When you use our services or view content provided through the Service, we may automatically collect and store certain information in server logs. This may include:

- details of how you used our service, such as your search queries.
- telephone log information like your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information and types of calls.
- Internet protocol address.
- device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.
- cookies that may uniquely identify your browser or your Account.

6. **Location Information**

When you use a mobile device (such as a mobile telephone or a tablet computer), we may collect and process information about your actual location, like GPS signals sent by a mobile device. We may also use various technologies to determine location, such as sensor data from your device that may, for example, provide information on nearby Wi-Fi access points and cell towers.
7. Unique Application Numbers

Certain services include a unique application number. This number and information about your installation (for example, the operating system type and application version number) may be sent to the Company when you install or uninstall that service or when that service periodically contacts our servers, such as for automatic updates.

8. Local storage

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

Any or all of these activities with regard to the above-described Website Usage Information may be performed on our behalf by our third-party service providers.

Use and Disclosure of Personal Information

When you upload or otherwise input information into the Service (other than PHI), you give us (and those we work with) a worldwide license to use, host, store, reproduce, modify, create derivative works (such as those resulting from translations, adaptations or other changes we make so that your content works better with our Service), communicate, publish, and distribute such content. The rights you grant in this license are for the limited purpose of operating, promoting, and improving our Service, and to develop new ones. This license continues even if you stop using our Services.

NOTE: THE FOREGOING DOES NOT APPLY TO PHI. ALL PHI IS HELD PURSUANT TO THE TERMS OF THE COMPANY’S BUSINESS ASSOCIATE AGREEMENT, REFERRED TO ABOVE.

We will use your Personal Information to respond to your requests and to provide you with our product and service offerings. We may match information collected from you through different means or at different times, including both Personal Information and Website Usage Information, and use such information along with information obtained from other sources, including (without limitation) any of our other websites and third parties. We may send you notices (for example, in the form of emails, mailings, and the like), and otherwise correspond with you, about products, Service, companies, events, sponsored by us and others, that we think might interest you. You may opt out of receiving such notices from us by following the instructions in the Rights to Opt In/Opt Out section above.

In addition, we may analyze user behavior as a measure of interest in, and use of, our Website and emails, both on an individual basis and in the aggregate.
Sharing Information with Third Parties

1. We will not share, rent or sell your Personal Information to other parties, except as provided in this Privacy Policy.

2. Service Providers

We may use third-party partners to help us operate and maintain our Website and deliver the Service. We may also share your Personal Information (but not Phi) and Website Usage Information with our service providers and other third parties (“Affiliated Parties”) that provide products or Service for or through this Website or for our business (such as website or database hosting companies, address list hosting companies, communications providers, email service providers, analytics companies, distribution companies, fulfillment companies, credit card processing companies and other similar service providers that use such information on our behalf).

Third-party service providers are contractually restricted from using or disclosing the Personal Information and Website Usage Information except as necessary to perform Service on our behalf or to comply with legal requirements, or otherwise subject to the terms of this Privacy Policy. We obligate third-party Service Providers to sign Business Associate Agreements if required by law.

3. Aggregate Statistics

We may disclose non-personally identifiable aggregate statistics regarding user behavior as a measure of interest in, and use of, our Website and emails to third parties in the form of aggregate data, such as overall patterns or demographic reports, which do not describe or identify any individual user. Information relating to aggregate statistics may be collected through the use of third-party cookies and other third party tracking devices.

4. Legally Compelled Disclosures

We may disclose your Personal Information if required to do so by law or subpoena or if we believe that such action is necessary to (a) conform to the law, comply with a judicial or court order or comply with legal process served on us or Affiliated Parties; (b) protect and defend our rights and property, the Website, the users of the Website, and/or our Affiliated Parties, investigate fraud, respond to a government request; or (c) act under circumstances to protect the safety of users of our Website, us, or third parties.

5. Business Transfer

We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or
transfer occur, we will use reasonable efforts to direct the transferee to use personal information you have provided through this Website in a manner that is consistent with this Privacy Policy. You will be notified via email and/or prominent notice on our Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

Consent to Worldwide Transfer and Processing of Personal Data

By providing Information to us through this Website, you agree that it may be used by us and our Affiliated Parties for the purposes described herein and you further understand and consent to the collection, maintenance, processing and transfer of such information in and to the United States and other countries and territories, which may have different privacy laws from your country of residence and which may afford varying levels of protection for your Personal Information. Regardless of the laws in place in these countries, we will treat the privacy of your information in accordance with this Privacy Policy. By providing your Personal Information to this Website, you consent to our transmission to, and processing of your information in, any jurisdiction, in accordance with this Privacy Policy.

NOTE: THE FOREGOING DOES NOT APPLY TO PHI. ALL PHI IS HELD PURSUANT TO THE TERMS OF THE COMPANY’S BUSINESS ASSOCIATE AGREEMENT, REFERRED TO ABOVE.

Data Retention

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account, or request that we no longer use your information to provide you services, contact us at support@ordercareonline.com. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Security

The Company uses commercially reasonable and industry standard physical, managerial and technical safeguards to preserve the integrity and security of your Personal Information. We also use Secure Sockets Layer (SSL) encryption to transmit sensitive information. While the Company endeavors to protect the security and integrity of sensitive Personal Information provided to this Website, due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, will be safe from intrusion by others, such as hackers.

If you contact us by email or a “contact us” or similar feature on the Website, you should be aware that your transmission might not be secure. An unaffiliated third party could view information you send by these methods in transit. We will have no liability for
disclosure of your information due to errors or unauthorized acts of third parties during or after transmission.

In the unlikely event that we believe that the security of your Personal Information in our possession or control may have been compromised, we may seek to notify you of that development. If a notification is appropriate, we would endeavor to do so as promptly as possible under the circumstances, and, to the extent we have your email address, we may notify you by email. You consent to our use of email as a means of such notification. If you prefer for us to use another method to notify you in this situation, please email us at support@ordercareonline.com with the alternative contact information you wish to be used.

**Updates to Our Privacy Policy**

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

**Contact Us**

If you have any questions or comments about this Privacy Policy, or if you would like to review, delete or update information we have about you or your preferences, please contact us at support@ordercareonline.com.