

# Caren, LLC | Privacy Policy

Effective Date: June 16, 2023

Caren, LLC, (“Caren”, “Company” or “we”) is providing this Privacy Policy to tell you about how we use your personal information when you use our website carenmhealth.com (“Site”) and mobile and web applications (collectively, “Vet mHealth app”). This information can include information that can help identify you as an individual. It could be information about you or someone you create a profile for, like a family member. We use this information to make our website and apps better and to give you a good experience when you use them.

When we use terms like "using" or "processing" information, that means we might use things like cookies on a device to analyze the information. We might also collect, store, evaluate, or share your information with our affiliates within the United States or internationally.

When we use the Term “Personal Information”, it means any data or information that we can use to identify you or another individual you create a Profile for, such as a child, parent, or relative. If there are any other terms that we use in this policy that you don't understand, you can check our Caren Terms of Service for more information.

## MODIFICATIONS

We can change this Privacy Policy at any time. If we do change it, we'll let you know by posting the new Privacy Policy on our Site, in the Vet mHealth app or by emailing you. You can always check the "Effective Date" at the top of this Privacy Policy to see when we last changed it.

If you keep using our website and mobile app after we change the Privacy Policy, that means you agree to the new rules. But if you don't like the changes, you can stop using our website and mobile app.

Any information we collected before we made the changes will still follow the old rules, unless you agree to the new rules.

## THE INFORMATION WE COLLECT

### Personal Information

This Privacy Policy explains how your personal information is collected and used by the Vet mHealth App. You can browse the Site and use the Vet mHealth app without giving any personal information. But to fully access the services, you will need to register, create a password, and provide personal information. This includes your email or mobile number. If you choose to add more personal information, such as medication information or contact information, it will also be collected and used as described below.

You can also create profiles in the Vet mHealth app for yourself or someone else, like a child or parent. When you create a profile, you will be able to provide personal information about the person. This includes information like medication, gender, birthdate, and medical history. If you create a profile for someone else, you are attesting that you have their permission to share their information.

If you invite someone else to access a profile you created, you will need to provide their name and email address. We will send them an email or text message inviting them to join. We will keep this information only for sending the invitation and the person can contact us at support@vetmhealth.com to have their information removed from our database.

### Non-Personal Information

We also collect non-personal information that may not identify you when you visit the Site, but we may be able to connect this non-personal information with information in your account.

**Browser Log Data.** When you use the Site, our servers will record information sent by your browser. This Browser Log Data may include your device's IP address, browser type, and the pages you visit on the Site. We use this information to improve the Site's performance and make it more user-friendly.

**Cookies.** The Site also uses cookies to collect information and save your login information for future logins. You can choose to stop accepting cookies in your browser settings, but this may limit your use of the app.

**App Usage Data.** The Vet mHealth app also collects device data and information about how you use the app, like your device's IP address, how often you use certain features and any errors that occur. This information is used to improve the app's performance and to help resolve customer service issues. The app may also collect location information if you give permission for it to do so.

## HOW WE USE YOUR INFORMATION

We do not sell your Personal Information.

We will not sell your personal information to anyone. Your personal information is important to us, and we will use it to provide you with the services you need, help you complete your transactions, and answer any questions you may have.

We may contact you through different ways, such as email, messages in the app, phone calls, text messages, and more. This is so we can keep you informed about products and services that we think you might be interested in.

We may also anonymously combine your personal information with the information of other users to help us understand how to make our services better for everyone. We use this information to try to give you a better experience and to improve the quality of our services.

## INFORMATION SHARING AND DISCLOSURE

### Third-party Users

We promise to keep your information safe and private. We won't give your information to anyone else unless we're legally required to do so, or you give us permission. If someone else signs up for Vet mHealth because you invited them, we'll let them see all the profiles related to your account. But we can't control what they do with that information. If you share information with them, we can't be held responsible for how they use it. So, be careful about what you share. Only share what you want others to know about you and the people in your profile.

## Other Third Parties

If you choose to use other services that we offer through third parties, like research, we will share some of your information with them. We will tell you what information we need to share at the time you sign up for those services.

## Service Providers

We will share your Personal Information with the third-party service providers we work with to make the Site, Vet mHealth app, and Caren Services available. These providers include our data center, storage, customer support, email, and software development contractors. They will only use your information to help us with our services and are not allowed to use or disclose it for any other reason.

## Compliance with Laws and Law Enforcement

If you ask your healthcare provider to share your personal information with us, we will use it only to help them with their work. We will follow all laws about privacy, like the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (“HITECH”) Act, when we use this information.

If we receive a subpoena or other legal request from a court, government, or law enforcement official, we will only give out information about you that we believe is necessary to respond to that request. We will not give out your personal information unless we think it is necessary to protect our business, others, or to follow the law.

**Business Transfers.** If Caren is sold or merged with another company, we may share your Personal Information and your account with them. We will let you know if this happens and make sure the new company follows our Privacy Policy. If they don't, we will give you the option to close your account or download your health information as described in “CHANGING OR DELETING YOUR INFORMATION”.

**Dispute Resolution.** If you have a problem or disagreement with our services, please check our [Terms of Service](#) for information on how to resolve it through binding arbitration.

## CHANGING OR DELETING YOUR INFORMATION

As a Subscriber, you have the ability to review, update, correct or delete your Account information and any associated Personal Information or Profile Content. You can do this by selecting the option in the Vet mHealth app to delete your account. If you choose to delete your Account, your information will be deleted and the action will not be reversible. We will immediately send the account deletion confirmation and a report with your aggregated health information to the email address in your account.

## DATA RETENTION

We will keep your information as long as you use our services or until we no longer need it to follow the law, solve any issues, or enforce our agreements. If you delete your account, we'll remove 100% of your personal information from our active databases.

## DO NOT TRACK SIGNALS AND AD NETWORKS

Our website doesn't have the ability to respond to signals from web browsers that indicate you don't want your activity to be tracked by websites or online services.

## SECURITY – HOW WE PROTECT YOUR DATA

We take the security of your information very seriously. When you use our Site or Vet mHealth app, all your messages and data are protected by encryption. We use the strongest encryption technology that your device supports so that any information you send or receive is scrambled in a way that makes it unreadable to anyone who is not authorized to access it. Any data that we store on our servers is also encrypted using a widely recognized and trusted encryption standard called AES. This helps to ensure that even if someone were to gain unauthorized access to our servers, they would not be able to read your data.

## IDENTITY THEFT

Protecting your personal information is important to us at Caren. We will never ask you for sensitive information like your credit card number, your login information, or your national identification number in an email or phone call that isn't secure or that you didn't request. We want to keep you safe from identity theft. If you want to learn more about how to protect yourself, you can visit the Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov).

## SECURITY BREACH

When you use our Site, Vet mHealth app or Caren Services, we want you to know that we try our best to keep your information safe. However, the internet and mobile networks can be risky sometimes. Even though we do everything we can to protect your Personal Information and any other data we collect, we can't guarantee that everything will always be completely secure. If there is a security problem, we will let you know as required by law.

## REPORTING A PROBLEM

If you think someone has hacked into your account or you notice any misuse of the Site or Vet mHealth App, let us know right away by emailing us at [support@vetmhealth.com](mailto:support@vetmhealth.com). We take all reports seriously and will investigate the issue promptly.

If you're a security researcher and have found a problem, we have a special procedure for reporting it. Please check out our security response page for more information.

## INTERNATIONAL TRANSFER

We may need to move your information to a device that's located in a different country than where you live. In that case, the laws that protect your privacy may be different from those in your country. If you give us your information and you live outside of the United States, we may transfer your Personal Information to the United States and use it there. By agreeing to this Privacy Policy and providing your information, you are also agreeing to this transfer of your information.

## LINKS TO OTHER WEBSITES

Our Site might have links to other websites that aren't ours. If you decide to click on one of those links, it will take you to that website. Because we link to another website does not mean that we endorse or are affiliated with them, or that we think their privacy policies are good. We don't have control over those websites, and they might put cookies or other files on your device

or try to get personal information from you. Different websites have different rules about how they use your information. We recommend that you read the privacy policies of any other websites you visit.

#### OUR POLICY TOWARD CHILDREN

We don't want kids under 13 using our Site or Vet mHealth apps, and we don't knowingly collect any personal information from kids under 13. If you're a parent or guardian and you find out that your child gave us their Personal Information without your permission, please contact us at [support@vetmhealth.com](mailto:support@vetmhealth.com) so we can delete it. If we find out that we have information from a child under 13, we'll delete it. If you make a profile for someone under 18, you need to be their parent or legal guardian and have the right to give us their Personal Information.

#### CONTACTING CAREN

If you have any questions about this Privacy Policy, please contact Caren at [support@vetmhealth.com](mailto:support@vetmhealth.com)

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