



## PRIVACY POLICY

InfuCare Rx Inc and its subsidiaries (collectively, "InfuCare Rx," "we," "our," "us") respect the privacy of your information. This Privacy Policy is designed to assist you in understanding how we collect, use, share, and safeguard your information. This Privacy Policy applies to individuals who access this website, our mobile applications, social media pages, and platforms (collectively "Site") and any of our online and, where required, offline services, activities, live events and business interactions (collectively, "Services"). By using the Services, you agree that we may treat your information in the way we describe in, and that you are bound by the terms of, this Privacy Policy. If you disagree with this Privacy Policy or with the InfuCare Rx [Terms of Use](#), or do not agree to be bound by them, you are not authorized to access any InfuCare Rx Services.

To the extent that information collected through the Services is patient information provided to obtain pharmacy/infusion services, this information is governed by InfuCare Rx's [Notice of Privacy Practices](#) and not this Privacy Policy.

## EFFECTIVE DATE

Effective: October 30, 2024

We may update this Privacy Policy at any time in our sole discretion. The "Effective Date" noted herein indicates when this Privacy Policy was last revised. Any changes will become effective when we post the revised Privacy Policy. Your use of the Site and Services following these changes means that you accept the revised Privacy Policy.

## INFORMATION INFUCARE RX COLLECTS

When you access and use our Site and Services, we may collect your "Personal Information," which is defined as anything that identifies, relates, describes, is capable of being associated with, or could be reasonably linked, directly or indirectly to you. Personal Information generally includes things like your name, address, email address, phone number, and other contact information. Your location within the United States will determine the definition of Personal Information. We may collect the following categories of Personal Information about you:

**Identifiers:** Your name, alias, postal address, online identifier, Internet Protocol address, email address, account log in and credentials, business title and job function, telephone number, email address, signature, or other similar identifiers.

**Personal Information listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)):** Your name, signature, date of birth, postal address, telephone number, education, employment, employment history, credit card or debit card number, or any other financial information. Some Personal Information included in this category may overlap with other categories.

**Commercial information:** Records of products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.

**Internet or other similar network activity:** Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.

**Geolocation data:** Physical location or movements.

**Audio, electronic, visual, or similar information.**

**Professional or employment-related information.**

**Inferences drawn from other Personal Information:** Profile reflecting your preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.



**Sensitive Personal Information:** Your account log-in and credentials, debit or credit card number, precise geolocation, contents of your correspondence, email, and text messages or otherwise provided to us.

**Non-Personal Information:** Any information you provide to us that cannot be used to determine your identity, contact you or locate you. For example, a device model number and manufacturer, and state of residence are Non-Personal Information unless linked to your Personal Information. If we combine your Personal Information with Non-Personal Information, we will treat the information as Personal Information so long as it is combined.

**Protected Health Information (“PHI”)** is a subset of Personal Information and refers to information relating to the past, present, or future health status of an individual that is created, collected, or transmitted, or maintained by a HIPAA-covered entity in relation to the provision of healthcare, payment for healthcare services, or use in healthcare operations. Examples of PHI may include, but is not limited to:

- medical history, family history, medical diagnosis, health background, current health status, age, demographic information, information related to the diagnosis and treatment of health conditions, over the counter and prescription medications, and laboratory test results.
- payments for treatment and health insurance information.
- other information considered PHI under applicable federal laws such as HIPAA and similar state privacy laws covering the use or sharing of PHI.

The types and amount of information collected for the features listed above will vary depending on the Site, Services and activity. For some activities, you may be asked to create a username and/or password and/or to provide additional demographic information.

## HOW INFUCARE RX COLLECTS INFORMATION ABOUT YOU

When you use the InfuCare Rx Site and Services, we may collect and use or share your Personal Information or your patient's Personal Information and PHI, but only to the extent minimally necessary and in line with our [Notice of Privacy Practices](#). You accept that we may collect this Personal Information and PHI from you directly, or from third parties that share your PHI or Personal Information with InfuCare Rx. It is your choice whether to give PHI and Personal Information through the InfuCare Rx Site and Services. If you choose not to give PHI or Personal Information we need, you may not be able to use some features of the InfuCare Rx Site and Services.

### Information You Provide

InfuCare Rx collects any information that you provide to us. In some cases, we may receive certain personally identifiable information from you about a third party. For example, as part of our registration process, you may provide the name, email address and personal phone number of a third party. If you submit any personally identifiable information about another individual to us, you are responsible for making sure that you have the authority to do so and to allow us to use their personally identifiable information in accordance with this privacy policy.

### Cookies

InfuCare Rx uses various technologies, which may include “cookie” technology, to gather information from our Services users such as pages visited and how often they are visited, to enable certain features on the website(s) associated with the Services, and to improve the use and functionality of our Services. “Cookies” are small text files that may be placed on your computer when you visit a website or click on a URL. Cookies may include “single-session cookies” which generally record information during only a single visit to a website and then are erased, and “persistent” cookies, which are generally stored on a computer unless or until they are deleted or are set to expire. Cookies help websites remember visitors when they return to the website. For example, a cookie can help a website remember that you have already registered, so you do not have to sign in again each time you visit. Essentially, cookies are used to customize websites based on the content you view and the preferences you have indicated.

You may disable cookies and similar items by adjusting your browser preferences at any time; however, this may limit your ability to take advantage of all the features of the Services. You can use the preferences in your browser to view,

control and delete the cookies you have by, for example, emptying the cache in your browser. You may check the "Help" menu on your Internet browser for more information or check with your browser provider.

We may also allow third party service providers to use cookies and other technologies to collect information and to track browsing activity over time and across third party websites such as web browsers used to read our websites, which websites are referring traffic or linking to our websites, and to deliver targeted advertisements to you. We do not control these third-party technologies, and their use is governed by the privacy policies of third parties using such technologies. We may use analytics companies to gather information and aggregate data from our Services users such as which pages are visited and how often they are visited, and to enable certain features related to the Services. Information is captured using various technologies and may include cookies.

#### IP Addresses

We may keep track of Internet Protocol (IP) addresses to (among other things): (i) troubleshoot technical concerns, (ii) maintain website safety and security, (iii) restrict access to our website to certain users, and (iv) better understand how our website is utilized. An IP address is a number that is used by computers on the network to identify your computer every time you log on to the Internet.

#### Log Files

We (or a vendor on our behalf) may collect information in the form of logs. Logs are files that record website activity and gather statistics about web users' browsing habits. These entries are generated anonymously and help us gather (among other things) (i) a user's browser type and operating system, (ii) information about a user's session (such as the URL they came from, the date and time they visited our website, and which pages they've viewed on our website and for how long), and, (iii) other similar navigational or click-stream data. We also use information captured in log file for our internal marketing and demographic studies, so we can constantly improve and customize the Services we provide you. Log files are used internally only and are not associated with any particular user.

#### Newsletters and Communication

If you provide us your email address and/or mailing address (whether as part of our general website registration or for a specific newsletter or communication) or provide your contact information on a form intended as a request for information regarding our Services, the contact information you provide will be used to send you the specific newsletter, communication, or literature requested. In addition, you may receive communications introducing you to other InfuCare Rx brands or websites. These materials may come in the form of regular mail or email, depending on the Services you register on and the information you provide during registration.

We may also use your email address to send you transactional or administrative communications (e.g., when you sign up for, or unsubscribe from, a specific registration or activity), as well as certain service-related announcements (e.g., notices about updates to our Privacy Policy, discontinued features or programs on our websites, changes to our online services or technical support policies, or other related changes).

#### Transactions

We or our service providers collect Personal Information from you when you enter into a transaction with us, such as when you refill a prescription, have your prescription order delivered, or receive infusion services.

#### Payment and Billing Information

For all orders, we may ask for a credit card bank account, or other information necessary to process a payment from you. For your prescription orders and infusions services, we may collect your prescription insurance information. We may also ask for your shipping or delivery information.

#### Social Media Content

We may offer forums, social media pages, or other forms of social media communication/platform. Any content you provide on these platforms will be considered "public" and is not subject to privacy protections.

## Healthcare Provider

We may collect information directly from your healthcare provider.

### HOW INFUCARE RX USES INFORMATION COLLECTED FROM YOU

We use information collected or obtained when you use our website, including Personal Information and PHI for the purposes set out below:

- To provide, improve and create new services.
- To respond to your emails and inquiries, or requests from you.
- To send you communications about InfuCare Rx and the Services we provide.
- To obtain your feedback about InfuCare Rx Site and Services.
- To administer surveys.
- To send you secure electronic messages and personalized emails pertaining to your interests as inferred from your use of the Site and Services, including news, announcements, reminders, and opportunities from InfuCare Rx.
- To statistically analyze trends and user behavior and activity including how frequently areas of the InfuCare Rx Site are visited and how our Services are being used.
- To detect and defend against fraud and other threats to our Site, Services, and our users.
- To identify issues with the Site and Services.
- Maintenance and administration of our Site, Services, and your account.
- To comply with applicable laws, regulations, and legal processes.
- To protect someone's health, safety, or welfare.
- To protect our rights, the rights of affiliates or related third parties, or take appropriate legal action (such as to enforce our [Terms of Use](#)).
- As otherwise necessary or useful for us to conduct our business, so long as such use is legally permissible.

We may use Personal Information to contact you through any contact information you provide through use of the Site and Services, including any email address, telephone number, cell phone number, text message number, or fax number. Please see the section below titled "Our Online Communications Practices."

We may also share Personal Information within InfuCare Rx, and we may combine Personal Information that you provide us through the Site and Services with other information we have received from you, whether online or offline, or from other sources such as from our vendors. For example, if you have purchased a product or service from us, we may combine Personal Information you provide through the Site and Services with information regarding your receipt of the product or Services.

We may also de-identify your information or aggregate your information with other users of our website ("Aggregate Information). This Aggregate Information is not Personal Information, because it cannot be used to identify you and may be used by us for any lawful purpose.

### SHARING PERSONAL INFORMATION

We may share your information with other parties for various business purposes, including but not limit to, the following:

- Among our affiliates—internally among our business units, affiliates, parents, and subsidiaries.
- With vendors—that provide services on our behalf.
- With business partners and parties to whom we provide Services or to provide Services.
- In the event of a corporate transaction—such as a merger, acquisitions, divestiture, reorganization or other restructuring, or sale of assets to the other party or parties of such transaction.
- For legal purposes—when we think it is necessary to investigate or prevent fraud, criminal activity, injury or damage to us or others or when required by law, regulations, subpoena, or court order, or if necessary to protect our rights.

- At your direction.

## SALE OF PERSONAL INFORMATION

We do not sell your PHI to third parties.

## WEBSITE AND INFORMATION SECURITY

We maintain reasonable administrative, technical, and physical safeguards designed to protect the information that you provide in connection with the Services. However, no security system is impenetrable, and we cannot guarantee the security of our Site and Services, nor can we guarantee that the information you supply will not be intercepted while being transmitted to us over the internet, and we are not liable for the illegal acts of third parties such as criminal hackers.

## ONLINE COMMUNICATION PRACTICES

We may send electronic newsletters, notification of account status, and other communications, such as marketing communications, on a periodic basis to various individuals and organizations. We may also send email communications regarding topics such as general health benefits, website updates, health conditions, and general health topics. We offer you appropriate consent mechanisms, such as opt-outs, for marketing and certain other communications. Please be aware that opt-outs may not apply to certain types of communications, such as account status, website updates, or other communications.

## INFORMATION FOR CHILDREN UNDER 13

Our Site and Services are not directed to children under the age of 13. We do not knowingly collect Personal Information on our website directly from children and will destroy such information if we become aware that a child has disclosed such information to us without proper parental consent. It is InfuCare Rx's policy not to knowingly solicit or permit children under the age of 13 to provide their Personal Information for any purpose. If you think we have collected Personal Information from a child under the age of 13 through the Services, please contact us.

## THIRD-PARTY WEBSITES

Our Site and Services may contain links to and from websites maintained by other companies or organizations ("Third-Party Websites"). These Third-Party Websites are not controlled by InfuCare Rx. We are not responsible for the privacy practices or the content of Third-Party Websites. This Privacy Policy does not cover the information practices of Third-Party Websites.

## NOTE TO NON-U.S. VISITORS

This Privacy Policy is intended to meet the laws and regulations of the United States, which may not necessarily be consistent with the laws and regulations of your home country. Any information that you provide to [www.infucarerx.com](http://www.infucarerx.com) or through any of the Site and Services will be treated in accordance with this Privacy Policy, the Terms of Use, and U.S. laws.

## YOUR RIGHTS

### Your Rights

Depending where you live within the United States, and depending on your relationship with InfuCare Rx, you may have the following rights with respect to your Personal Information, subject to certain exceptions.

- Right to Access  
Consumers have the right to know what personal data a company holds about them and how it is being used. Under laws like the EU's GDPR (General Data Protection Regulation) and the CCPA (California Consumer Privacy Act), individuals can request access to their data.
- Right to Be Informed  
Consumers have the right to be informed about data collection practices. Companies must provide transparent information on what data they collect, why they collect it, and how they will use it. This often includes privacy policies that disclose data practices.
- Right to Consent  
Consent is crucial in privacy laws. Consumers must be given the choice to consent or opt-in before companies collect their data, especially sensitive data. Consent must be informed, specific, and revocable.
- Right to Correct or Rectify Data  
Consumers have the right to correct inaccuracies in their data. If personal information is outdated, incorrect, or incomplete, individuals can request corrections.
- Right to Erasure ("Right to Be Forgotten")  
Some laws, such as the GDPR, grant individuals the right to request deletion of their personal data, typically, applicable if the data is no longer needed or if the individual withdraws consent.
- Right to Restrict Processing  
Consumers can ask companies to limit the use of their data, especially if they believe it is inaccurate or that its processing is unlawful. This can restrict certain types of data use without full deletion.
- Right to Data Portability  
This right allows consumers to receive their data in a structured, commonly used format and transfer it to another provider if they wish.
- Right to Opt Out of Sale of Personal Information  
Under laws like the CCPA, consumers have the right to opt out of the sale of their personal data to third parties. Companies are often required to provide a clear opt-out option.
- Right to Non-Discrimination  
Privacy laws often protect individuals from discrimination based on their privacy choices, ensuring they are not penalized or denied services if they exercise their privacy rights.

Under California Civil Code Section 1798.83, individual customers who reside in California and who have an existing business relationship with us may request information about the disclosure of certain categories of Personal Information to third parties for the third parties' direct marketing purposes, if any. To make such a request, please use the information in the *Questions About our Privacy Policy* section below. Please be aware that not all Personal Information sharing is covered by these California privacy rights requirements and only Personal Information on covered sharing will be included in the response. This request may be made no more than once per calendar year.

If you would like to exercise any of these rights, contact us at (877) 828-3940 or send an email to [corporatecompliance@infucarerx.com](mailto:corporatecompliance@infucarerx.com). An authorized representative may exercise these rights on your behalf so long as they present a power of attorney or other legally binding document evidencing the representative's authority. Please note that we will require you or your authorized representative to provide us with certain personal identifiers in order to verify your/your representative's identity when your rights are exercised.

Receipt of your request will be confirmed consistent with applicable law. You will generally receive a response to your request within forty-five (45) days. However, where reasonably necessary and where permitted by law, the response time may be extended by an additional forty-five (45) days, provided you are given notice of such extension first. If the information is provided to you electronically, it will be in a portable format and, to the extent technically feasible, in a machine readable, readily useable format that allows you to freely transmit this information without hindrance.

Please note that you will not be charged for making a request, provided that you make no more than two (2) requests per year. Where permitted by law, your request may be denied, for example, if your requests are determined to be unfounded or excessive (e.g., repetitive in nature), or a reasonable fee may be charged. In these circumstances, you will receive a notice regarding this denial and the reason for such denial.

## ACCESSIBILITY

We are committed to ensuring this Privacy Policy is accessible to individuals with disabilities. If you wish to access this privacy policy in an alternative format, please contact us as described below.

## ACCEPTANCE OF AND CHANGES TO PRIVACY POLICY

By using the Services or [www.infucarerx.com](http://www.infucarerx.com) or any other InfuCare Rx (or affiliate, parent or subsidiary) website, you are accepting the practices described in this Privacy Policy. We reserve the right to periodically modify this Privacy Policy. Any modified privacy policy will be posted on the InfuCare Rx website and be marked with an effective date. Your continued use of our Services after the effective date of any modification means you accept and agree to be bound by the Privacy Policy as modified. Any material changes will generally apply only to activities and information collected after modification. We encourage you to review this Privacy Policy whenever you return to the website to make sure you are aware of the latest Privacy Policy.

## QUESTIONS ABOUT OUR PRIVACY POLICY

If you have any questions or concerns about the content of this Privacy Policy, please contact us in writing at the following address or email.

Please send questions or concerns to:

ATTN: Chief Compliance Officer  
InfuCare Rx Inc.  
PO Box 2578  
Secaucus, NJ 07096  
Email: [corporatecompliance@infucarerx.com](mailto:corporatecompliance@infucarerx.com)