

Notice of Privacy Practices

Carebook Technologies Inc.
Privacy Officer
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THIS NOTICE DESCRIBES HOW HEALTH, MEDICAL AND PERSONALLY IDENTIFIABLE INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED. PLEASE REVIEW IT CAREFULLY.

Carebook understands the importance of the privacy and security of your health information. Carebook utilizes the personal information (including health information) of its clients in order to provide the services outlined within our Terms of Service agreement including preventive reminders, recommendations, notifications about health measures that may require attention, assessment of health risks and other functions. At all times Carebook is required by law to maintain the privacy of protected health information, to provide individuals with notice of our legal duties and privacy practices with respect to protected health information, and to notify affected individuals following a breach of unsecured protected health information.

How Carebook uses or discloses your health information:

In order to provide services to you the client, Carebook is required to both collect and use your personal information (including health information). Depending on your Carebook license, this information may come into your Carebook via authorized transfers from your electronic health record and labs, health questionnaires that you complete and/or information that you entered into your Carebook manually. Carebook only discloses your protected health information to healthcare providers or other users that you have explicitly authorized and consented to within your Carebook profile or as required by law enforcement where there is a legal obligation to do so. The Carebook application uses components of health information **which does not under any circumstance uniquely identify you** for statistical aggregate reporting and analytical purposes. Carebook may provide aggregate information it collects to accommodate research in prevention, chronic disease management, and other wellness initiatives and to design wellness and health management programs, but will never disclose any of your personal information either publicly or to the employer without your consent.

One of the services of Carebook is the ability to receive notifications. These communications may include, but are not limited to information on new wellness initiatives, research, medical devices, medications and other products or services related to your Carebook profile. You may opt out of receiving such notifications

at any time. If you opt in to receive these communications, the content will be exclusively delivered within your Carebook.

How Carebook shall not use or disclose your health information:

Your health information will not be sold, exchanged, transferred, or otherwise disclosed in any manner without your consent.

Your rights as a client of Carebook:

As a client of Carebook, you have rights to request a copy of your information as it exists within the Carebook system as well as request any corrections to your information. Should you make a request of this nature, Carebook is committed to responding within a 30-day period and furthermore we may charge a reasonable cost-based fee related to your request for a copy of your health information. Where information came to Carebook from another source (such as the electronic medical record or connected devices etc.), all data corrections will need to be performed in the source application. Carebook will help you to identify the source of information, but cannot represent you in communications with the third party. In the unlikely scenario that Carebook is unable to identify the source of your health information you will receive a confirmation on this within 60 days in written format.

Carebook will not grant access to your personal information to any individual without your consent. If at any time you decide to share your Carebook information with another individual or organization, you will need to use functionality provided within your Carebook to allow access to your file.

If at any time you as a client of Carebook wish to discontinue use of the Carebook system, please contact support@carebook.com and we will ensure the removal of your account within a 30-day period. After removal of your account has occurred, your information may be retained by the Carebook system for a period of time as required by law, however it will never be accessible by individuals. After the required period of time has passed, Carebook will securely dispose of your personal identifiable information.

Carebook is obligated to provide you with information on our confidentiality practices should you request it or should you have any questions or concerns. Please make such requests to the e-mail address provided in the header of this notice.

Protection of your information:

Carebook places a high importance on protecting your information from unauthorized use or disclosure. All connections to the Carebook system are protected using SSL encryption and the health information that is retained by our system is encrypted to ensure confidentiality. The Carebook website is certified and regularly monitored by McAfee SECURE services. Carebook regularly undergoes penetration testing, vulnerability, risk and privacy assessments by qualified third party firms in order to ensure the privacy and security of its system.

Changes to this Notice of Privacy Practices:

When Carebook changes the terms of this notice which affects the way we treat your information, we have an obligation to inform you via e-mail and also update the text of this notice on the Carebook web site.

Complaints:

If you wish to issue a privacy complaint to Carebook, you can issue such complaints to the e-mail address provided in the header of this notice.

You may also file a privacy complaint with your regional privacy data protection authority or commissioner, further informational contact links are represented below.

U.S. Department of Health and Human Services Office for Civil Rights:
www.hhs.gov/ocr/privacy/hipaa/complaints/

Within Canada:

OPC of Canada: <https://www.priv.gc.ca/en/contact-the-opc/>
Alberta: <https://www.oipc.ab.ca/about-us/contact-us>
British Columbia: <https://oipc.bc.ca/about/contact-us/>
Ontario: IPC of Ontario, <https://www.ipc.on.ca/about-us/contact-us/>

At no time will Carebook retaliate against you for filing a complaint.