

Effective Date: 06/13/2022

We recognize that your privacy is very important. This privacy policy covers Bflow Solutions, Inc. (“BSI”) policies on the collection, use, and disclosure of your information when you use access and initiate transactions on Bflowsolutions.com and its related mobile applications (collectively the “Platform”) and the software and services made available through the Platform (collectively the “Services”). Each time you use the Platform, you consent to the collection, use and storage of the collected information as described in this Privacy Policy. Please read it carefully and contact us at [privacy@bflowsolutions.com](mailto:privacy@bflowsolutions.com) if you have any questions.

## 1. What Information Is Collected And How Is It Used?

**Account Creation Information.** When creating an account, users must register by providing an email, username and a password. Upon account creation, users may also provide their company-related name and contact information to establish a company profile. The primary account holder may additionally add the email addresses of other users authorized to access their account in a manner

designated in account settings. Email Addresses & Contact Information. Users may provide their email address and/or other contact information to the Platform. Your email may still be utilized to (i) provide information regarding our Services; (ii) to communicate material changes to our Terms of Service and Privacy Policy, or (iii) for marketing purposes. You may unsubscribe from marketing communications at any time. Services-Related User Information. To purchase subscription-related Services, users must input information relating to their individual and/or company name, address, and payment debit and/or credit card or other payment processing information to process payments on the Platform. Confidential Information. To the extent a customer or vendor provides BSI with personally identifiable information and/or protected health information ("PHI"), such information is maintained in accordance with BSI's HIPAA-compliant privacy and security policies. Cookies. The Platform utilizes cookie technology to gather information on Internet use in order to serve you more effectively. Usage of cookies is in no way linked to personally identifiable

information. You can set your browser to remove or reject cookies; however, some Platform features or Services may not work properly without cookies.

## 2. Is Information Collected by or Disclosed to Third Parties?

**Anonymous Data – Analytics.** BSI uses the following third party analytics to learn how our customers use the Platform and Services:

- **Google Analytics.** Anonymous Data – Analytics: Google Analytics collects information in accordance with Google's Privacy Policy.

However, if you do not want your data to be used by Google

Analytics, you may opt-out by installing Google Analytics Opt-out

Browser Add-on. **Social Plug-Ins.** Users may share their

experiences on Instagram, Facebook, LinkedIn and Twitter. Users

should click on the hyperlinks to review the applicable privacy

policies for more detail about information collected from these

sites. **Customer Support.** BSI utilizes Intercom to manage

customer support requests. Users should review Intercom's

Privacy Policy for more information on their data collection and

use practices.

- **Payment Gateway.** BSI does not store any credit card data associated with any payments processed on the Platform. BSI utilizes a third party payment gateway, First Data, to process any payments. You should review First Data's Privacy Policy for more detail about how your information is collected, stored and maintained.
- **Web Server.** BSI stores all Subscriber data on Amazon Web Services ("AWS") in the United States. Please see Amazon's Privacy Policy for more information.
- **Integrated Services.** BSI offers Subscribers the ability to integrate a variety of third party medical solution provider services with Subscriber's account to facilitate Subscriber's account Services. Users should review the applicable privacy policies of those Integrated Services Providers for more information on their data collection and use practices.
- **Other Potential Third Party Disclosures.** Information may also be disclosed to third parties (i) as required by law, such as to comply with a subpoena, or similar legal process; (ii) when we believe in

good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request, or (iii) if BSI is involved in a merger, acquisition, or sale of all or a portion of its assets.

- We will use commercially reasonable efforts to notify users (i) about law enforcement or court ordered requests for data unless otherwise prohibited by law, or (ii) if your personal information is to be disclosed or transferred and/or becomes subject to a different privacy policy.

### 3. How Does BSI Comply with the Children's Online Privacy Protection Act?

We do not knowingly collect information from persons under the age of 13. Users must be at least 18 years of age to register an account on the Platform. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at [privacy@bflowsolutions.com](mailto:privacy@bflowsolutions.com). We will delete such information from our files within a commercially reasonable time.

#### 4. How long does the BSI retain information collected?

We will retain account and service data for a commercially reasonable time and as we deem necessary to provide our services to our users. If you would like us to delete your registered account information, please contact us at [privacy@blfowsolutions.com](mailto:privacy@blfowsolutions.com) and we will respond in a reasonable time.

#### 5. What is BSI's Security Policy?

We have implemented reasonable, and where applicable, HIPAA-compliant, administrative, technical and physical security measures to protect your personal information and PHI against unauthorized access, disclosure, destruction or alteration. However, no security system can ever be 100% secure. BSI stores its data on AWS' highly secure SAS 70 certified data centers located within the United States. Please see the AWS Cloud Security Policy for more information on its security practices.

#### 6. How Does the Platform Respond to "Do Not Track" Signals?

"Do Not Track" is a feature enabled on some browsers that sends a signal to request that a website disable its tracking or cross-site

user tracking. At present, the Platform does not respond to or alter its practices when a Do Not Track signal is received.

## 7. How Will I Be Notified of Changes to Your Privacy Policy?

If we make material changes to our Privacy Policy, we will notify you either by: (i) changing the Effective Date at the top of the Privacy Policy, (ii) sending an email to our account holders, and/or (iii) adding a statement to the Platform. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

## 8. Contact Us.

If you have any questions regarding privacy while using the Platform or have questions about our practices, please contact us via email at [privacy@bflowsolutions.com](mailto:privacy@bflowsolutions.com) or by mail at BSI, 8050 North Palm Avenue, Suite 300, Fresno, California.