**Privacy Policy**

**Effective Date: 08/01/2024**

**1. Introduction**

Welcome to DocuMed AI LLC. DocuMed AI LLC (“us”, “we”, or “our”) operates www.documedai.com (hereinafter referred to as “Software”). Our Privacy Policy governs your visit to www.documedai.com and explains how we collect, safeguard, and disclose information that results from your use of our Software. We use your data to provide and improve the Software. By using the Software, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions. Our Terms and Conditions (“Terms”) govern all use of our Software and together with the Privacy Policy constitute your agreement with us (“Agreement”).

**2. Definitions**

**Software:** The service provided by the documedai.com website operated by DocuMed AI LLC.

**Personal Data:** Data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

**Usage Data:** Data collected automatically either generated by the use of the Software or from the Software infrastructure itself (for example, the duration of a page visit).

**Cookies:** Small files stored on your device (computer or mobile device)

**Data Controller:** A natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed. For the purpose of this Privacy Policy, we are a Data Controller of your data.

**Data Processors (or Service Providers):** Any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.

**Data Subject:** Any living individual who is the subject of Personal Data.

**The User:** The individual using our Software. The User corresponds to the Data Subject, who is the subject of Personal Data.

**3. Information Collection and Use**

We collect several different types of information for various purposes to provide and improve our Software for you.

**4. Types of Data Collected**

**Personal Data:**

While using our Software, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Data”). Personally identifiable information may include, but is not limited to: - Email address - First name and last name - Cookies and Usage Data

**Credit Card Information:**

Business name and location We may use your Personal Data to contact you with newsletters, marketing or promotional materials, and other information that may be of interest to you. You may opt-out of receiving any, or all, of these communications from us by following the unsubscribe link.

We may also collect information that your browser sends whenever you visit and/or use our Software or when you access our Software by or through a mobile device (“Usage Data”). This Usage Data may include information such as your computer's Internet Protocol address (e.g., IP address), browser type, browser version, the pages of our Software that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers, and other diagnostic data.

When you access our Service with a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers, and other diagnostic data.

**Tracking Cookies Data:**

We use cookies and similar tracking technologies to track the activity on our Software and we hold certain information. Cookies are files with a small amount of data which may include an anonymous unique identifier.

Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags, and scripts to collect and track information, and to improve and analyze our Software.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Software.

**Examples of Cookies we use: -**

* **Session Cookies:** We use Session Cookies to operate our Software.
* **Preference Cookies:** We use Preference Cookies to remember your preferences and various settings.
* **Security Cookies:** We use Security Cookies for security purposes.
* **Advertising Cookies:** Advertising Cookies are used to serve you with advertisements that may be relevant to you and your interests.

**5. Use of Data**

DocuMed AI LLC uses the collected data for various purposes:

* To provide and maintain our Software
* To notify you about changes to our Software
* To allow you to participate in interactive features of our Software when you choose to do so
* To provide customer support
* To gather analysis or valuable information so that we can improve our Software
* To monitor the usage of our Software
* To detect, prevent, and address technical issues
* To fulfill any other purpose for which you provide it
* To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection
* To provide you with notices about your account and/or subscription, including expiration and renewal notices, email-instructions, etc.
* To provide you with news, special offers, and general information about other goods, services, and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information.
* In any other way we may describe when you provide the information; For any other purpose with your consent.

**6. Retention of Data**

We retain your Personal Data for as long as necessary to fulfill the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements. Different types of data may be subject to different retention periods depending on the nature of the data and its intended use.

We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except when this data is used to strengthen the security or to improve the functionality of our Software, or we are legally obligated to retain this data for longer time periods.

**7. Transfer of Data**

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your country or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

We take steps to ensure that your data is adequately protected and transferred in accordance with applicable law, including by entering into data transfer agreements and implementing other appropriate safeguards. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

DocuMed AI LLC will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

**8. Disclosure of Data**

We may disclose personal information that we collect, or you provide:

**Disclosure for Law Enforcement:** Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities.

**Business Transaction:** If we or our subsidiaries are involved in a merger, acquisition, or asset sale, your Personal Data may be transferred.

**Other cases:** We may disclose your information also: - To our subsidiaries and affiliates; - To contractors, service providers, and other third parties we use to support our business; - To fulfill the purpose for which you provide it; - For any other purpose disclosed by us when you provide the information; - With your consent in any other cases; - If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of DocuMed AI LLC, our customers, or others.

**9. Security of Data**

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

**10. Data Protection Officer (DPO)**

We have appointed a Data Protection Officer (DPO) who is responsible for overseeing questions related to this Privacy Policy. If you have any questions or concerns about how we handle your Personal Data, you can contact our DPO at support@documedai.com.

**11. Third-Party Service Providers**

We may employ third-party companies and individuals to facilitate our Service ('Service Providers'), provide the Service on our behalf, perform Service-related services, or assist us in analyzing how our Service is used. These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

**12. Data Breach Notification**

In the event of a data breach that may result in a risk to your rights and freedoms, we will notify you and the appropriate regulatory authorities without undue delay, and within 720 hours where feasible, once we become aware of the breach.

**13. Automated Decision-Making**

We may use automated decision-making processes to enhance our services, such as fraud detection. However, these processes will not be used to make decisions that have legal or similarly significant effects on individuals without your explicit consent, or unless required by law.

**14. Children’s Privacy**

Our services are not intended for use by children under the age of 13. We do not knowingly collect personally identifiable information from children under 13. If we discover that a child under 13 has provided us with Personal Data, we will delete such information from our systems immediately. If you are a parent or guardian and you believe that your child has provided us with personal information, please contact us.

**15. Your California Privacy Rights (CCPA)**

If you are a California resident, you have certain rights under the California Consumer Privacy Act (CCPA), including the right to access, delete, and opt-out of the sale of your Personal Data. For more details on your rights under CCPA, please refer to our CCPA Policy or contact us at support@documedai.com.

**16. User Rights Under Specific Jurisdictions**

Depending on your location, you may have additional rights under local laws. For example, residents of the European Economic Area (EEA) have specific rights under the GDPR, while California residents have rights under the CCPA. Please refer to the relevant sections above for more information.

**17. Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

**18. Links to Other Websites**

Our Software may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

**Additional Privacy Policy Clauses**

**User Consent Management**

We obtain your consent before collecting, processing, or sharing your personal data in accordance with applicable laws. You have the right to withdraw your consent at any time. To withdraw your consent, please contact us at support@documedai.com.

**Data Minimization and Purpose Limitation**

We only collect and process personal data that is necessary to fulfill the purposes stated in this Privacy Policy. We do not use personal data for purposes incompatible with those initially specified unless we have obtained your explicit consent.

**International Data Transfers**

If your personal data is transferred to countries outside of the United States, we ensure that appropriate safeguards are in place to protect your data, such as standard contractual clauses approved by relevant regulatory authorities.

**User Account Data Management**

You have the ability to access, update, or delete your account information at any time through our user portal. If you have any issues accessing your account or need assistance, please contact our support team at support@documedai.com.

**Third-Party Links and Services**

Our Software may include links to third-party websites or services, including social media platforms, that are not operated by us. These third parties may collect data about you when you interact with their content. We recommend reviewing their privacy policies to understand how they collect and use your information.

**Cookies and Tracking Technology Details**

We use cookies, web beacons, and other tracking technologies to improve your browsing experience, analyze site traffic, and understand the sources of our traffic. You can manage your cookie preferences through your browser settings or by using the cookie management tool on our website.

**Legal Basis for Processing**

We process your personal data on the basis of your consent, the necessity to perform a contract with you, compliance with legal obligations, or our legitimate interests, as applicable.

**Data Portability Rights**

You have the right to request a copy of your personal data in a structured, commonly used, and machine-readable format. To request a copy of your data, please contact us at support@documedai.com.

**Contact Information for Complaints**

If you have any concerns or complaints about how we handle your personal data, you have the right to lodge a complaint with a supervisory authority in your jurisdiction. For complaints or further inquiries, you may contact us at support@documedai.com.

**Data Anonymization and Aggregation**

We may anonymize or aggregate your personal data for research or statistical purposes, ensuring that such data can no longer identify you. Anonymized or aggregated data may be shared with third parties or used for business analysis.

**Behavioural Tracking and Profiling**

We may use behavioural tracking and profiling techniques to analyze your activities on our Software, providing personalized content and advertisements. You can opt out of behavioural tracking through your account settings or by contacting us at support@documedai.com.

**Biometric Data**

If applicable, we may collect and process biometric data, such as facial recognition or fingerprint data, for purposes of security and user authentication. This data will be stored securely and used only as required for the intended purpose.

**Sensitive Personal Data**

We may collect sensitive personal data only with your explicit consent and solely for the purposes for which it was collected. We take special precautions to ensure the security of this data.

**Payment Information**

We use third-party payment processors to handle your payment transactions securely. We do not store your payment information on our servers. All payment data is encrypted and processed by trusted payment gateways.

**User-Generated Content**

Our Software allows users to submit content such as comments, reviews, or other forms of user-generated content. By submitting content, you agree that it may be publicly accessible and that we may use it in accordance with our terms of service.

**Access by Third Parties**

We may grant access to your data to third parties such as contractors or business partners for the purpose of providing or improving our Software. These third parties are required to comply with our data protection policies and are not permitted to use your data for any other purpose.

**Compliance with Regulatory Requirements**

We comply with applicable regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA) for protecting health information and the Children’s Online Privacy Protection Act (COPPA) for protecting children's privacy.

**Data Backup and Recovery**

We regularly back up your data to secure locations and have recovery procedures in place to ensure data integrity and availability in case of a system failure or data breach.

**User Data Review and Correction**

You have the right to review and correct any personal data we hold about you. To request a review or correction, please contact our support team at support@documedai.com. We will respond to your request within a reasonable time frame.

**Incident Response and Reporting**

In the event of a data breach, we will activate our incident response plan to mitigate the impact and notify affected users as soon as possible. We are committed to transparency and will provide details on the nature of the breach, the data affected, and any steps users should take.

**User Rights Regarding Automated Decisions**

If decisions about you are made through automated processes, you have the right to request a human review of those decisions. To exercise this right, please contact us at support@documedai.com.

**Data Subject Access Request (DSAR) Procedures**

You may submit a Data Subject Access Request (DSAR) to access the personal data we hold about you. To do so, please complete the DSAR form available on our website or contact us at support@documedai.com. We will respond to your request within 30 days.

**Data Retention and Deletion**

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected. When no longer required, your data will be securely deleted in accordance with our data retention policy.

**Cross-Border Data Transfers**

When transferring your personal data across borders, we ensure that appropriate safeguards are in place, such as data protection agreements or compliance with the EU-U.S. Privacy Shield framework.

**Changes to Data Handling Practices**

If we make significant changes to how we handle your personal data, we will notify you through our website or by email. You are encouraged to review our Privacy Policy periodically to stay informed about our data handling practices.