**Levita Health Privacy Policy**

Last updated: September 5, 2025

Introduction

We respect your privacy and take careful steps to protect your personal information. This Privacy Policy explains how our company (referred to as “we,” “us,” or the “Company”) collects, uses, discloses, and safeguards information when you visit our website or interact with us. The policy is written to comply with major international privacy laws (including the EU General Data Protection Regulation (GDPR), UK GDPR, California Consumer Privacy Act (CCPA)/California Privacy Rights Act (CPRA), and applicable laws regarding children’s privacy). It is designed to protect both your rights and the Company’s legitimate interests.

By using our website or providing information to us, you agree to the terms of this Privacy Policy.

**Summary**

* We limit collection of health information to the minimum necessary and only with your explicit consent.
* We do not knowingly collect personal information from children under applicable age thresholds (16 in EU/UK, 13 in U.S.).
* We will not sell your personal information.

**Details**

1. Information We Collect

* We collect the following categories of information to provide services, communicate with you, and comply with legal and regulatory obligations:
* Contact information: Should you provide it, name, email address, phone number, postal address
* User role information: Should you provide it, your role such as whether you are a potential device user, caregiver or advocate of a potential device user, clinician, researcher, or potential business partner.
* Health-related information: Only if you voluntarily provide it in communications or forms (for example, when discussing device suitability in direct messages to us). We do not collect health data unless you explicitly consent and understand how it will be used. **\*\*We limit collection of health information to the minimum necessary.\*\***
* Usage data: pages visited, IP address, device and browser type, referring pages, and basic analytics.
* Communications: records of correspondence with us (emails, chat logs, phone call notes) and any files you share.
* Marketing preferences and consents: whether you agree to receive marketing communications.
* Information about children: we do not knowingly collect personal data from children under the applicable age threshold (usually \*\*16 in the EU/UK, 13 in the U.S.\*\*). See Section 7 for details.
* We collect information directly from you, from your device (automatically), and from third parties when appropriate (e.g., verification services, public directories).

2. Legal Bases for Processing (where applicable)

* When required by law (for example, under GDPR), we rely on one or more of the following legal bases to process personal data:
* Consent: when you give clear consent for a specific purpose (e.g., opting into marketing).
* Performance of a contract: to provide services you’ve requested.
* Legal compliance: to comply with legal obligations (regulatory reporting, safety reporting).
* Legitimate interests: for activities such as site security, fraud prevention, product improvement, and communicating with users—balanced against your rights and freedoms. \*\*We will always document and balance legitimate interests.\*\*

3. How We Use Information

We use personal data for these purposes:

* To provide, maintain, and improve our website and services.
* To respond to inquiries, requests, and support needs.
* To evaluate whether you are a potential user, caregiver/advocate, clinician, researcher, or business partner (only if you agree to provide that role information).
* To send administrative messages, updates, and, where permitted, marketing communications.
* To comply with legal and regulatory obligations, including safety reporting and adverse event notifications.
* To detect, prevent, and investigate fraud, security incidents, or misuse of our services.
* For research and development and aggregated analytics (data used in anonymized or pseudonymized form where possible).

We retain personal data only as long as necessary for the purposes above and to meet legal or regulatory recordkeeping requirements.

4. Sharing and Disclosure

* We may share personal data in the following limited circumstances:
* With service providers who perform services on our behalf (hosting, analytics, CRM, payment processors). These providers are contractually required to protect data and only act on our instructions.
* With business partners or potential acquirers in connection with mergers, acquisitions, or business transfers—only after appropriate safeguards are in place.
* With regulators, courts, or law enforcement when required by law or to protect legal rights, safety, or property.
* With healthcare providers or authorities when required for safety reporting or to address an adverse event.
* With your explicit consent for other uses.
* We do not sell your personal information. If applicable law uses the term “sale” more broadly, we will disclose necessary mechanisms for exercising opt-out rights where required.

5. International Transfers

Our operations and vendors may be located in multiple countries. When we transfer personal data across borders, we will take appropriate safeguards consistent with applicable law (e.g., standard contractual clauses, adequacy decisions, or other lawful mechanisms) to ensure adequate protections.

6. Your Rights and Choices

Depending on your jurisdiction, you may have the right to:

* Access the personal data we hold about you.
* Correct inaccurate or incomplete data.
* Request deletion of your personal data (subject to legal exceptions).
* Restrict or object to certain processing activities.
* Obtain a copy of your personal data
* Withdraw consent where processing is based on consent.
* Opt out of targeted marketing communications.

To exercise rights, contact us using the details below. We will verify your identity before fulfilling requests and may refuse requests that are manifestly unfounded, excessive, or conflict with legal obligations.

7. Children’s Privacy

We do not knowingly collect personal information from children below the applicable age threshold (\*\*16 in the EU/UK, 13 in the U.S.\*\*). If we learn that we have collected such information without verifiable parental consent, please contact us to remove the data.

8. Security

We maintain administrative, technical, and physical safeguards designed to protect personal data against unauthorized access, disclosure, alteration, and destruction. These measures are periodically reviewed and updated. While we take reasonable steps to protect data, \*\*no transmission over the internet or electronic storage is completely secure\*\*; we cannot guarantee absolute security.

9. Cookies and Tracking Technologies

We and our service providers use cookies and similar technologies to operate the website, analyze usage, and deliver content. You can control cookie preferences through your browser settings and our cookie consent tool. Blocking certain cookies may affect site functionality.

10. Data Retention

We retain personal information only as long as necessary for the purposes described, to satisfy legal, regulatory, or accounting requirements, to resolve disputes, and to enforce agreements. Retention periods vary by category of data and purpose; when feasible we anonymize or securely delete data.

11. Marketing Communications

We will only send marketing communications where you have given consent (or where permitted by law). You can opt out at any time using the unsubscribe link in emails or by contacting us directly.

12. Third-Party Links and Content

Our website may contain links to third-party websites. We are not responsible for the privacy practices of other sites. Review third-party privacy policies before providing personal information.

13. Legal Disclosures and Safety Reporting

We may disclose personal information to comply with legal obligations, respond to legal process, and for safety reporting related to device performance and adverse events as required by health authorities. Such disclosures will be limited to the information necessary for the purpose.

14. Changes to This Policy

We may update this Privacy Policy to reflect changes in our practices, legal requirements, or services. If changes are material, we will provide notice (for example, via the website or email). Continued use after changes indicates acceptance.

15. Contact

For questions, to exercise your rights, or to report concerns, contact:

[Information@levitahealth.com](mailto:Information@levitahealth.com)

In subject line, please indicate **Privacy Query**

(End of Policy)