



## FILLPOINT HEALTH PRIVACY POLICY

*Last updated and effective as of June 6, 2025.*

This Privacy Policy describes how FillPoint Health LLC ("FillPoint Health," "we" or "us") may collect, protect, and use information we receive about users of our digital application, FillPoint Health App, (the "App"). This Privacy Policy only applies to information we collect in the App.

FillPoint Health reserves the right to update or change this Privacy Policy at any time, by posting the amended version including the effective date of the updated version. We will announce any material changes to this Privacy Policy through an alert on our website and/or via email. By using the App, you agree to the terms of this Privacy Policy and the collection and use of information in accordance with this Privacy Policy. **If you do not agree to be bound by this Privacy Policy, then do not access or use the App or disclose any personal information through the App.**

### 1. How to Contact Us

You may update your preferences and information by contacting us at the e-mail address or phone number below. Additionally, if you have any questions or concerns about our use of your Personal Information (defined below), please do not hesitate to contact us through any of the methods below.

**Phone:** (614) 943-8801 or (833) 462-5469

**Email:** [info@fillpointhealth.com](mailto:info@fillpointhealth.com)

**You can write to us at:**

FillPoint Health, LLC  
6175 Shamrock Court  
Suite S  
Dublin, OH 43016

### 2. Personal Information

While using the App, we may ask you to provide us with certain personally identifiable information ("Personal Information"). Personal Information is information that identifies, relates to, describes, can reasonably be associated with, or can reasonably be linked to a particular individual or household.

We collect information from you both when you provide it voluntarily and also automatically when you use our App. We may also collect Personal Information from other sources, as described below.

We collect Personal Information from you and any devices (including mobile devices) you use when you: use our App, provide us information on a web form, or over the telephone or online chat, or when you otherwise correspond with us.

In addition, we may also collect Personal Information about you from third parties in connection with our App, including from the following sources:

- Service providers (including hosting providers)
- Data analytics service providers

### 3. The Information We Collect About You

Information Collected Through Use of our App		
Categories of Information	Description of Category	How We Use Your Information
<b>Account Registration Information</b>	<p>This is the Personal Information that is provided by you or collected by FillPoint Health to enable you to login and access your account and our App. This includes your name, username, password, date of birth and email address.</p> <p>You may be required to register to use the App.</p>	<ul style="list-style-type: none"><li>• To provide our products and services to you, including processing requests you may make through our App.</li><li>• To create, maintain, and personalize your experience with the App.</li><li>• To notify you about changes to our App.</li><li>• To communicate with you for services-related purposes, such as password retrieval and information about your account and orders.</li></ul>
<b>Usage Information</b>	<p>This can be Personal Information and non-Personal Information that is collected about you when you are using the App, and this may include:</p> <ul style="list-style-type: none"><li>○ Information about your interactions with the App, which includes the date and time of any information you enter into our App.</li></ul>	<ul style="list-style-type: none"><li>• To optimize the display of the App on your device.</li><li>• To provide, administer, maintain, personalize, and improve our App.</li></ul>

	<ul style="list-style-type: none"> <li>○ Technical data which may include URL information, cookie data, web beacons and other tracking technology information, your IP address, the types of devices you are using to access or connect to our App, unique device IDs, device attributes, network connection type (e.g., WiFi, 3G, LTE, Bluetooth) and provider, network and device performance, browser type, language, and operating system. Further details about the technical data that is processed by us can be found below.</li> </ul> <p>The App may use cookies, unique identifiers and similar technologies to collect information over time and across different websites when you use or visit our App. FillPoint Health or its third-party partners use common tracking tools to collect information about the pages you view, our App functions that you access, the buttons and icons you click, and to remember your login information and website settings to make it easier and more efficient for you to use our App.</p> <p><b>Cookies.</b> FillPoint Health uses tracking technology such as “cookies” and IP addresses. Cookies are small data files stored on your computer’s hard drive to collect information. When you visit the App, FillPoint Health also passively tracks information from your computer, mobile device, or other device you use to access the App, such as the IP address of computers and/or Internet service providers, the date and time of access, computer technology used, user experience data and interactions on the App. In some instances, FillPoint Health also uses cookies to collect information that on future visits, identifies you as a previous visitor, or tracks your activity on our App.</p> <p>You do not need to have cookies turned on to visit our App. You can refuse cookies by turning them off on your browser. Most browsers accept cookies by default, but allow users to reject cookies by changing the browser preferences. If you have set up your browser to reject cookies, some aspects of our App may not work properly, and your experience on the App will be impacted significantly. For more information regarding your choices with respect to cookies and other tracking</p>	<ul style="list-style-type: none"> <li>• To monitor the usage of our App.</li> <li>• To allow you to participate in interactive features of our App when you choose to do so.</li> <li>• To gather analysis and assess trends, user and visitor preferences and interests.</li> <li>• To monitor security of the App.</li> </ul>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	technologies, please see <u><a href="#">“Your Rights and Choices Regarding Your Information”</a></u> below.	
	<b>Pixels, Web Beacons.</b> We or third party partners may use invisible pixels or beacons on our App to count how many users access or use certain pages, features or content. This information is collected and reported in the aggregate. We may use this information to improve our current App offerings, develop new products or services, and target information to you that may be helpful and useful to you based upon your use of our App.	
<b>Anonymized Information</b>	We use anonymized and aggregated information that may be created or derived from your Personal Information or usage of our App for purposes that include data analysis, improving our App, advertising, and developing new features and functionality within our App.	<ul style="list-style-type: none"> <li>• To gather analysis and assess trends and interests.</li> <li>• To monitor the usage of our App.</li> </ul>

#### 4. Sharing Your Information

FillPoint Health shares non-Personal Information with third parties at our discretion. In connection with our App, we may share your Personal Information with certain third parties who we engage to help us run our business and administer the App, including under the following circumstances:

- Software and service providers we use to manage and process your information.
- Affiliates and subsidiaries.
- Pharmacy Partners.
- Other third parties that you expressly request us to share your Personal Information with.

Additionally, we will share your Personal Information with third parties where required by law, where it is necessary in connection with our App, to protect the safety or property of FillPoint Health, our users, employees, or where we have another legitimate interest in doing so.

Most of the third parties with whom we share your Personal Information are located and store your information in the United States, although some may be located or store your information outside of the United States.

If we are subject to a merger or acquisition with/by another company, we may share information with the other company in connection with the transaction, and your Personal Information may be transferred to such company upon completion of the transaction. Such acquiring company's right to use your Personal Information shall be limited to the terms of this Privacy Policy unless additional notice is provided to you.

#### 5. How We Safeguard Your Information

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 Information, we cannot guarantee its absolute security. Any transmission of Personal Information is at your own risk.

## **6. How Long We Store Your Information**

We will retain your Personal Information only for as long as is necessary for the legitimate business purposes set out in this Privacy Policy. We will retain and use your Personal Information to the extent necessary to comply with our legal, accounting, or reporting obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies. Additionally, we may continue to store your Personal Information contained in our standard back-ups.

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

## **7. Your Rights and Choices Regarding Your Information**

As noted above in “*The Information We Collect About You*,” you can choose whether to accept cookies by changing the settings on your browser or device. However, if you choose to disable cookies, your experience with our App may be impaired and some features may not work as they were intended.

Additionally, *Do Not Track* is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable *Do Not Track* by visiting the preferences or settings page of your web browser. However, these features are not yet uniform, so we do not currently respond to such features or signals. Therefore, if you select or turn on a “do not track” feature in your web browser, we and our third-party providers may continue collecting information about your online activities as described in this Privacy Policy.

## **8. Transfer of Data**

Your information, including Personal Information, may be transferred to – and maintained on – computers located outside of your state or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction. If you are located outside United States and choose to provide information to us, please note that we transfer the data, including Personal Information, to the United States and process it there. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

We will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Information 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.

## **9. Sensitive Personal Information**

Subject to the following paragraph, we ask that you not send us, and you not disclose, any sensitive personal information as this term is defined under applicable data protection and privacy laws (for example, social security numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, criminal background or trade union membership) on or through the App or otherwise to us.

If you send or disclose any sensitive personal information to us, you consent to our processing and use of such sensitive personal data in accordance with this Privacy Policy. If you do not consent to our processing and use of such sensitive personal information, you must not submit such content to our App.

Please note that our processing and use of “protected health information” or “PHI” is governed by our separate PHI [Notice of Privacy Practices](#).

## **10. Policy on Children’s Information**

Our App is not created for anyone under the age of 18 (“Children” or “Child”). By using the App, you represent that you are at least 18 years old. If you do not meet this age requirement, then you must not access or use our App.

We do not knowingly collect personally identifiable information from anyone under the age of 18, and we do not target the App to children under the age of 18. If you are a parent or guardian and you are aware that your Child has provided us with Personal Information, please contact us through one of the methods listed under “[How to Contact Us](#)”, above. If we become aware that we have collected Personal Information from Children without verification of parental consent, we take reasonable steps to remove that information from our servers.

For more information about the Children’s Online Privacy Protection Act (“COPPA”), which applies to websites that direct their App to children under the age of thirteen (13), please visit the Federal Trade Commission’s website <https://www.ftc.gov/tips-advice/business-center/guidance/complying-coppa-frequently-asked-questions>.

## **11. Links to Other Sites**

Our App may contain links to third-party websites. If you click on one of those links, you will be taken to websites we do not control. This Privacy Policy does not apply to the information practices of those third-party websites. You should read the privacy policies of third-party websites carefully. We are not responsible for the content, privacy policies, actions or security of third-party websites.

## **12. Governing Law and Jurisdiction**

This Privacy Policy shall be construed and governed under the laws of the United States and State of Ohio (without regard to rules governing conflicts of laws provisions). You agree that venue for all actions, arising out of or relating in any way to your use of our App, shall be in federal or state court of competent jurisdiction located in Dublin, Ohio, within one (1) year after the claim arises. Each party waives any objections based on forum non conveniens and waives any objection to venue of any action instituted hereunder to the extent that an action is brought in the courts identified above. Each party consents to personal jurisdiction in the courts identified above.

## **13. Additional Terms for Users Who Download the App Through the Apple Store**

The following additional terms apply to you if you download the App through the Apple Store:

- (a) This Privacy Policy is applicable between you and FillPoint Health, but not Apple, Inc. (“Apple”). FillPoint Health, not Apple, offers the App to you, and Apple has no responsibility to you for any use of, or information related to, the App, and this Privacy Policy.

- (b) You may only use the App on an Apple device that you own or control and as permitted by the App Store Terms of Service.
- (c) Apple has no obligation to provide maintenance and support services with respect to the App, as used on your iPhone, iPad, or iPod touch devices. In the event of any failure of the App to conform with any applicable warranty, you may notify Apple regarding a refund of your purchase price of the App through the Apple Store.
- (d) Should you have any claim, whether your claim or whether a third-party claim has been filed against you, relating to your use of the App, Apple shall have no responsibility to you.

You and FillPoint Health hereby acknowledge and agree that Apple and its subsidiaries are third-party beneficiaries of this Privacy Policy. Upon your acceptance of this Privacy Policy, Apple, as a third-party beneficiary, will receive (and otherwise shall be deemed to have received) the right to enforce this Privacy Policy against you.

#### **14. Additional Terms for Users Who Download the App Through Google Play**

The following additional terms apply to you if you download the App through Google Play:

- (a) This Privacy Policy is applicable between you and FillPoint Health, but not Google, Inc. ("Google"). FillPoint Health, not Google, offers the App to you, and Google has no responsibility to you for any use of, or information related to, the App and this Privacy Policy.
- (b) Google shall not be responsible to you for maintenance of the App. Google shall not be responsible to you for any complaints you have regarding the App, as used on your Android device.