

VaxCare's Online Privacy Policy

Last revised: July 23, 2024

Introduction

Purpose. The purpose of this Privacy Policy is to describe how VaxCare, LLC ("VaxCare," "we," "our," or "us") collects, uses and shares information about you through our online interfaces (e.g., websites and mobile applications) owned and controlled by us (collectively, the "Site"), and the services available to users through or in connection with the Site, including our vaccine management solution software ("Services"). Please read this notice carefully to understand what we do. If you do not understand any aspects of our Privacy Policy, please feel free to Contact Us or as described at the end of this Policy.

Our Privacy Policy explains:

1. [Information That We Collect](#)
2. [How We Use and Share Your Information](#)
3. [Access to Your Information and Choices](#)
4. [Security of Your Information](#)
5. [Changes to Our Privacy Policy](#)
6. [Questions and How to Contact Us](#)

Scope; Third Party Sites. This Privacy Policy applies only to information we collect at and through the Site and Services. In some circumstances, VaxCare's use of your information will be subject to the requirements of the Health Insurance Portability and Accountability Act (commonly known as "HIPAA"). For example, if you are a patient, information about you that you or your provider submits through our patient portal or mobile application is subject to HIPAA. In those circumstances, the VaxCare Notice of Privacy Practices and not this Privacy Policy will apply. If you have questions about which policy applies to the information you have submitted, please do not hesitate to [Contact Us](#).

This Site is intended for use only in the United States of America. If you use the Site or contact us from outside of the United States of America, please be advised that (i) any information you provide to us or that we automatically collect will be transferred to the United States of America; and (ii) by using the Site or submitting information, you explicitly authorize its transfer to and subsequent processing in the United States of America in accordance with this Privacy Policy.



Our Site also contains links to third party websites that are not owned or controlled by VaxCare. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage you to be aware when you leave our Site and to read the privacy statements of each and every website that collects personal information.

Terms of Use. Please note that your use of our Site and Services is also subject to our Terms of Use.

1. Information That We Collect

INFORMATION YOU PROVIDE TO US

We collect information you provide to us, for example when you create or modify your account, register to use our Site, request information from us, contact customer support, or otherwise communicate with us. This information may include:

- Name
- Email address
- Company name
- Telephone number
- Zip code and state
- Practice specialty

If you are a healthcare provider working with one of our partner organizations, we may collect the following information from you when you use our Services:

- Name
- Email address
- Company name
- Job title
- Telephone number
- Zip code and state
- Employee ID number
- National Provider Identifier (NPI) number

Information We Collect Through Your Use of our Site and Services

DEVICE INFORMATION



We may collect device-specific information when you visit our Site or use our Services. This includes information such as Internet Protocol (IP) address, hardware model, operating system, unique device identifiers, mobile network information, location data such as zip code, the address of referring websites, the path you take through our Site, and other information about your session on our Site. We may also associate the information we collect from your different devices, which helps us provide consistent Services across your devices.

LOG INFORMATION

We may collect details of how you used our Site including clicks and page information such as the address (or URL) of the website or mobile application you came from before visiting our Site, which pages you visit on our Site, which browser you used to view our Site, and any search terms entered.

We may collect other information from your interaction with our Site, Services, content and advertising, including computer and connection information, statistics on page views, traffic to and from the Site, ad data and other standard weblog information.

LOCATION INFORMATION

When you use our Services on your mobile phone or device and enable location services on your mobile phone or device browser, we may collect information about your physical location through satellite, cell phone tower, WiFi signal, beacons, Bluetooth and near field communication protocols. You may be able to adjust the settings of your device so that information about your physical location is not sent to VaxCare or third parties by (a) disabling location services within the device settings; or (b) denying certain websites or mobile applications permission to access location information by changing the relevant preferences and permissions in your mobile device or browser settings.

INFORMATION COLLECTED THROUGH COOKIES AND SIMILAR TECHNOLOGIES

We and our service providers use cookies, web beacons, and other technologies (collectively, "online tracking technologies") to receive and store certain types of information whenever you interact with our Site through your computer or mobile device. A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the Site again, the cookie allows the Site to recognize your browser. Cookies may store unique identifiers, user preferences and other information. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some Site features or Services may not function properly without cookies. We use cookies to improve the quality of our service, including for storing user preferences, tracking user trends and providing relevant advertising to you.

VaxCare uses the following types of cookies on our Site:

- Strictly Necessary Cookies, which are needed for the Site to operate as reasonably expected by you.
- Functional or Preference Cookies, which remember your name or choices.
- Performance or Analytic Cookies, which collect passive information about your use of the Site.



- Advertising or Targeting Cookies, which are used to make advertising messages more relevant and personalized to you based on your inferred interests.

We also permit third parties and service providers, such as Google Analytics, to use online tracking technologies on our Site for analytics and advertising, including to help manage and display advertisements and to tailor advertisements to your interests. The third parties and service providers use their technology to provide advertising about products and services tailored to your interests which may appear either on our websites or on other websites. These online tracking technologies are not run on our patient-facing mobile application or other portions of our Site that collect patient health information. You can find out more about how Google uses data when you visit our Site by visiting "How Google uses data when you use our partners' sites or apps", (located at www.google.com/policies/privacy/partners/).

Depending on whether you would like to manage a first-party or third-party cookie, you will need to take the following steps:

- First-Party Cookies: You can enable, disable, or delete cookies through the browser you are using to access our Services. To do this, follow the instructions provided by your browser (usually located within the "Help", "Tools" or "Edit" settings). Please note, if you set your browser to disable cookies, you may not be able to access secure areas of the Site, and/or parts of the Site may not work properly for you. You can find more information about how to change your browser cookie settings at <https://www.allaboutcookies.org>.
- Third-Party Cookies: You can disable cookies from third parties by using your browser settings or, if available, directly opting-out of cookie collection with the third-party cookie service provider via their website. The online advertising industry also provides websites from which you may opt-out of receiving targeted ads from our data partners and our other advertising partners that participate in self-regulatory programs.

NO INFORMATION FROM CHILDREN UNDER AGE 13

If you are under the age of 13, please do not attempt to register with us at this Site or provide any personal information about yourself to us. If we learn that we have collected personal information from a child under the age of 13, we will promptly delete that information. If you believe we have collected personal information from a child under the age of 13, please Contact Us or call us at 888-829-8550.

2. How We Use and Share Your Information

To Provide Products, Services, and Information. We collect information from you when you create an account or when you contact us in order to provide our Services, and to respond to your inquiries and provide information that you request from us. We may use your personal information to contact you about your orders, process credit card and debit card transactions, and ship products to you. We may send you promotional materials or advertisements about our Services, as well as new features and offerings. If you are a healthcare provider working with one of our partner organizations, we may collect your personal information in order for you to use our Services with patients.



Internal Operations. We use your information to improve the effectiveness of our Services, conduct research and analysis, or to perform other business activities as needed.

Sharing with Third Parties. We may provide your information to third party service providers that perform tasks on our behalf related to our business. Such tasks include helping us operate and manage our Site, processing orders, fulfilling and delivering Services that you purchase from us, analyzing Site usage data, customer service, social and other media services. We may work with other companies who place cookies, tags, and beacons on our Site. These companies help operate our Site and provide you with additional products and services.

Advertising. We may use how you browse and use our Site in order to show you ads for VaxCare or our advertising partners that are more relevant to your interests. We may use cookies and other information to provide relevant interest-based advertising to you. Interest-based ads are ads presented to you based on your browsing behavior in order to provide you with ads more tailored to your interests. These interest-based ads may be presented to you while you are browsing our Site or third-party websites not owned by VaxCare.

We belong to ad networks that may use your browsing history across participating websites to show you interest-based advertisements on those websites. Currently, our Site does not recognize if your browser sends a “do not track” signal or similar mechanism to indicate you do not wish to be tracked or receive interest-based ads. To learn more about interest-based advertisements and your opt-out rights and options, visit the [Digital Advertising Alliance](http://www.aboutads.info) and the [Network Advertising Initiative](http://www.networkadvertising.org) websites (www.aboutads.info and www.networkadvertising.org).

Your Consent. In addition to the sharing described elsewhere in this Policy, we will share personal information with companies, organizations or individuals outside of VaxCare when we have your consent to do so.

Legal Proceedings. We will share personal information with third party companies, organizations or individuals outside of VaxCare if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, subpoena, legal process or enforceable governmental request.
- Enforce applicable Terms of Use, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of VaxCare, our users, customers or the public as required or permitted by law.

Transfer in the Event of Sale or Change of Control. If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our business, the Site or Services to a third party, such as by merger, acquisition, bankruptcy proceeding or otherwise, we may transfer or sell your personal information to the new owner. In such a case, unless permitted otherwise by applicable law, your information would remain subject to the promises made in the applicable privacy policy unless you agree differently.



Non-Identifiable or Aggregate Information. We may share non-identifiable or aggregate information with third parties for lawful purposes.

3. Your Choices

If you have questions about personal information we have about you or need to update your information, you can [Contact Us](#) or call us at 888-829-8550. You can opt-out of receiving email and mobile marketing and promotional communications from VaxCare by using the opt-out or unsubscribe feature contained in the e-mails or by replying STOP to opt out of our text messages to stop receiving emails and SMS text messages.

You can close your online account by [Contacting Us](#). If you close your account, we will no longer use your online account information or share it with third parties. We may, however, retain a copy of the information for archival purposes, and to avoid identity theft or fraud.

CALIFORNIA PRIVACY RIGHTS

If you are a resident of California, you may be entitled to certain rights with respect to your Personal Information as set forth in the [VaxCare Privacy Policy for California Residents](#), which is incorporated by reference herein.

4. Security of Your Information

We use industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your personal information.

However, since the Internet is not a 100% secure environment, we cannot guarantee, ensure, or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your login information. Please note that e-mails and other communications you send to us through our Site are not encrypted, and we strongly advise you not to communicate any confidential information through these means.

5. Changes to Our Privacy Policy

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your consent in accordance with applicable law. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain Services, email notification of privacy policy changes). We will also keep prior versions of this Privacy Policy in an archive for your review.



6. Questions and How to Contact Us

If you have any questions, concerns, complaints or suggestions regarding our Privacy Policy or otherwise need to contact us, please Contact Us, call us at 888-829-8550, or contact us by US postal mail at the following address:

VaxCare, LLC
800 N Magnolia Ave
Suite 100
Orlando, FL 32803
Attention: Legal Department