

Healthy Monkey, LLC d/b/a Coherent Health

Privacy Policy

Healthy Monkey, LLC d/b/a Coherent Health, and its subsidiaries, affiliates, or parent entities (“we”, “our,” “Company,” or “Company”) has created this privacy statement in order to demonstrate our commitment to customer privacy. Privacy on the Company website is of great importance to us. Because we gather important information from our visitors and customers, we have established this privacy statement as a means to communicate our information gathering and dissemination practices.

We want to give you the comfort and confidence you need to fully participate in our online offerings so that we can better serve your needs. To demonstrate our commitment to fair information practices, we have adopted leading communication industry privacy guidelines.

Information Collection and Use

Company collects Individual Identifying Information when you request a demonstration of our services or request someone to contact you about Company’s products and services. Company uses this information only for Company’s own sales and marketing purposes. Company will not sell or rent your Individual Identifying Information to anyone. Company automatically receives and records information on our server logs from your browser including your IP address (Internet location), Company cookie information, and the page you requested.

Company uses information for three general purposes: to customize the content you see, to fulfill your requests for certain products and services, and to contact you about Company’s products and services.

Information Sharing and Disclosure

Company will not sell or rent your Individual Identifying Information to anyone. Company will send Individual Identifying Information about you to other companies or people when:

- We have your consent to share the information (we will explicitly ask you for this permission);
- We need to share your information to provide the product or service you have requested;
- We need to send the information to companies who work on behalf of Company to provide a product or service to you. These companies may use your information for customer acquisition, marketing activities, and improvement of their services. Otherwise, these companies do not have any right to use the Individual Identifying Information we provide to them beyond what is necessary to assist us;
- We respond to subpoenas, court orders, or legal process; or
- We find that your actions on our websites violate the Company Terms of Service, or any of our usage guidelines for specific products or services.

Company Customer Account Maintenance

Company customers have the ability to edit Company customer account information at any time. You can edit your customer account information by logging into the system using your unique username and password and then changing your information within the system.

Company Communications Opt Out

Company periodically sends prospective and current customers sales and marketing communications. Company gives you the ability with a web link at the bottom of our communications to indicate if you would prefer not to receive messages from Company in the future. Company respects your privacy and will not sell or rent your personal information.

Security

Our websites have security measures in place to help protect against the loss, misuse, and alteration of the data under our control. When our website is accessed, we use both server authentication and data encryption to help ensure that data is safe, secure, and available only to you. Company also implements an advanced security method based on dynamic data and encoded session identifications and hosts the websites in a secure server environment that uses a firewall and other advanced technology to prevent interference or access from outside intruders. Finally, Company provides unique usernames and passwords that must be entered each time a customer logs on. These safeguards help prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of data.

Changes to this Privacy Policy

If we change any of our privacy policies or practices, we'll post those changes to this privacy statement at least 30 days before they take effect. In limited cases, we may be required to disclose certain information to comply with a legal process, such as a court order, subpoena or search warrant.

Questions or Suggestions

If you have questions or suggestions, please contact us.

IP Information Collection and Use Practices

Company receives IP addresses (Internet location) from all users because this information is automatically reported by your browser each time you view a webpage.

When a Company webpage is requested and viewed, that request is logged on our servers with information including the IP address of the computer that requested the page.

IP addresses are used to diagnose service or technology problems reported by our users or engineers that are associated with the IP addresses controlled by a specific web company or ISP.

Cookies

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computers and stored on your computer's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it,

but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites.

Choices about Cookies

- You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is set. Each browser is different, so check the “Help” menu of your browser to learn how to change your cookie preferences.
- If you reject all cookies, you will not be able to use Company products or services that require you to “log in” and you may not be able to take full advantage of all offerings.

Company’s Practices Regarding Cookies

Company uses its own cookies for a number of purposes, including to:

- Access your information when you “log in” so that we can provide you with customized content.
- Require you to re-enter your Company password after a certain period of time has elapsed to protect you against others accidentally accessing your account contents.
- Keep track of preferences you specify while you are using Company’s services.
- Estimate and report our total user size and traffic.
- Conduct research to improve Company’s content and services.

Data Storage

The Company computers (called “servers”) that send your webpages process and store an enormous amount of information every day. These computer records are called “log files.” Log files are used for analysis, research, and auditing.

Contact Us

If you have any questions about this privacy statement, the practices of this website, or your dealings with this website, please contact us.

Privacy Notice and Disclosure for California Residents

Effective Date: June 1, 2022

Last Revised on: June 1, 2022

Last Reviewed on: June 1, 2022

Company respects your privacy, and we are committed to providing a transparent notice of our Privacy Notice and Disclosure for California Residents. This Privacy Notice and Disclosure for California Residents applies solely to those who reside in the State of California (“consumers” or “you”).

The purpose of this privacy notice and disclosure is to inform California residents, at or before the time we collect your personal information, how we use your personal information and what your rights are with respect to your personal information:

Your “Right to Know” about personal information collected, used, and disclosed including:

- What categories of personal information we collect from you and the purpose for its collection,
- How we use those categories personal information,
- How we share the personal information you entrust to us,
- Transparency about personal information that we sell [or our commitment not to sell your data now or in the future], [and your right to opt-out of the sale of your personal information].
- Your “Right to Delete” personal information
- How to submit a verified consumer request for your Right to Know or Right to Delete
- How to use an authorized agent to submit a verified consumer request
- Your “Right to Non-Discrimination” for the exercise of a privacy right
- Other California privacy rights
- Changes to our privacy notice
- Our contact information:
support@mycoherenthealth.com | <http://www.mycoherenthealth.com>

Your Right to Know

You have the right to request that Company disclose what personal information it collects, uses, discloses, and sells. You can do this through a verified consumer request. That process is described below in the section, “**Submitting a Verified Consumer Request.**”

We collect personal information, which means information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household (“personal information”). The following table includes disclosures of the personal information we collect from consumers and the purposes for which it is collected and used, as well as lists of categories of consumers’ personal information we have collected about consumers in the past 12 months, the categories of sources from which it was collected and categories of third parties with whom we share the personal information.

What personal information do we collect, use and share?		
We Collect/Use	[X]	A. Identifiers: For example, a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.
We Have Collected/Used in the Past 12 Months	[X]	
This category of personal information is collected and used for the following purposes:	What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose:
<ul style="list-style-type: none"> • Operations and management of the information technology management systems • Customer service and support • Archival and Disaster Recovery 	<ul style="list-style-type: none"> • User Settings • Client Profiles, Forms and Notes (which User inputs) • Chat (if User chooses to reference this topic) 	<ul style="list-style-type: none"> • Information technology service providers • With Customer client’s consent, to other practitioners

<ul style="list-style-type: none"> • Sharing with other practitioners with authorization of Customer’s clients. • Marketing and business development 		<ul style="list-style-type: none"> • Forum (if User chooses to reference this topic) • Internet analytics (such as Google Analytics) 	<ul style="list-style-type: none"> • Customer Relationship Management systems
We Collect/Use	[X]	B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)): For example, a name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver’s license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.).	
We Have Collected/Used in the Past 12 Months	[X]		
This category of personal information is collected and used for the following purposes:		What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose”
<ul style="list-style-type: none"> • Operations and management of the information technology management systems • Customer service and support • Archival and Disaster Recovery • Sharing with other practitioners with authorization of Customer’s clients. • Marketing and business development 		<ul style="list-style-type: none"> • User Settings • Client Profiles, Forms and Notes (which User inputs) • Chat (if User chooses to reference this topic) • Forum (if User chooses to reference this topic) 	<ul style="list-style-type: none"> • Information technology service providers • With Customer client’s consent, to other practitioners • Customer Relationship Management systems
We Collect/Use	[X]	C. Protected classification characteristics under California or federal law: For example, age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	
We Have Collected/Used in the Past 12 Months	[X]		
This category of personal information is collected and used for the following purposes:		What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose”
<ul style="list-style-type: none"> • Operations and management of the information technology management systems • Customer service and support • Archival and Disaster Recovery • Sharing with other practitioners with authorization of Customer’s clients. • Marketing and business development 		<ul style="list-style-type: none"> • User Settings • Client Profiles, Forms and Notes (which User inputs) • Chat (if User chooses to reference this topic) • Forum (if User chooses to reference this topic) 	<ul style="list-style-type: none"> • Information technology service providers • With Customer client’s consent, to other practitioners • Customer Relationship Management systems
We Collect/Use	[X]	D. Commercial Information: For example, records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	
We Have Collected/Used in the Past 12 Months	[X]		

This category of personal information is collected and used for the following purposes:		What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
<ul style="list-style-type: none"> • Operations and management of the information technology management systems • Customer service and support • Archival and Disaster Recovery • Sharing with other practitioners with authorization of Customer's clients. • Marketing and business development 		<ul style="list-style-type: none"> • Client Profiles, Forms and Notes (which User inputs) • Chat (if User chooses to reference this topic) • Forum (if User chooses to reference this topic) 	<ul style="list-style-type: none"> • Information technology service providers • With Customer client's consent, to other practitioners • Customer Relationship Management systems
E. Biometric Information: For example, genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.			
We Collect/Use	[]		
We Have Collected/Used in the Past 12 Months	[]		
This category of personal information is collected and used for the following purposes:		What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
N/A		N/A	N/A
F. Internet or Other Similar Network Activity: For example, browsing history, search history, and information regarding a consumer's interaction with an Internet Web site, application, or advertisement.			
We Collect/Use	[X]		
We Have Collected/Used in the Past 12 Months	[X]		
This category of personal information is collected and used for the following purposes:		What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
<ul style="list-style-type: none"> • Operations and management of the information technology management systems • Diagnosis of problems with information technology management systems • Improvement information technology management systems • Customer service and support • Marketing and business development 		<ul style="list-style-type: none"> • Customer's use of the system • Customer's devices • IT system reports 	<ul style="list-style-type: none"> • Information technology service providers
G. Geolocation Data: For example, information that can be used to determine a device's physical location or movements.			
We Collect/Use	[X]		
We Have Collected/Used in the Past 12 Months	[X]		

This category of personal information is collected and used for the following purposes:	What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
<ul style="list-style-type: none"> • Operations and management of the information technology management systems • Diagnosis of problems with information technology management systems • Improvement information technology management systems • Customer service and support • Marketing and business development 	<ul style="list-style-type: none"> • Customer's devices and use of the services 	<ul style="list-style-type: none"> • Information technology service providers
We Collect/Use	<input type="checkbox"/>	H. Sensory Data: For example, audio, electronic, visual, thermal, olfactory, or similar information.
We Have Collected/Used in the Past 12 Months	<input type="checkbox"/>	
This category of personal information is collected and used for the following purposes:	What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
N/A	N/A	N/A
We Collect/Use	<input type="checkbox"/>	I. Professional or employment-related information: For example, current or past job history or performance evaluations.
We Have Collected/Used in the Past 12 Months	<input type="checkbox"/>	
This category of personal information is collected and used for the following purposes:	What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
N/A	N/A	N/A
We Collect/Use	<input type="checkbox"/>	J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)): For example, education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.
We Have Collected/Used in the Past 12 Months	<input type="checkbox"/>	
This category of personal information is collected and used for the following purposes:	What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"
N/A	N/A	N/A
We Collect/Use	<input checked="" type="checkbox"/>	

We Have Collected/Used in the Past 12 Months	[X]	K. Inferences drawn from other personal information: For example, profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	
This category of personal information is collected and used for the following purposes:	What are the categories of sources from which the personal information was collected?	This category of personal information has been disclosed in the preceding 12 months to the following third parties for a business purpose"	
<ul style="list-style-type: none"> • Determining preferences for system offerings • Targeted advertising of related services 	<ul style="list-style-type: none"> • Customer's devices and use of the services • Customer's use of related services 	<ul style="list-style-type: none"> • Same as above • Providers of targeted marketing services • Companies offering related services 	

Please note that Personal Information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
 - health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data;
 - personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (CalFIPA), and the Driver's Privacy Protection Act of 1994.

We will not collect additional categories of personal information or use the personal information for any other undisclosed purpose without providing you advance notice.

Company does not and will not sell your personal information.

Your Right to Request Deletion of Your Personal Information

You have the right to request that Company delete any of your personal information collected or maintained by Company subject to certain exceptions. You can do this through a verified consumer request. That process is described below in the section, "Submitting a Verified Consumer Request."

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.

- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Submitting a Verified Consumer Request

You have the right to submit verified consumer requests to know information or for deletion. The request to know can be for any or all of the following about you:

- (1) Specific pieces of personal information that Company has;
- (2) Categories of personal information Company has collected;
- (3) Categories of sources from which the personal information is collected;
- (4) Categories of personal information that Company sold or disclosed for a business purpose;
- (5) Categories of third parties to whom the personal information was sold or disclosed for a business purpose; and
- (6) The business or commercial purpose for collecting or selling personal information.

The request to delete is to delete any of your personal information collected or maintained by Company, subject to certain exceptions.

You may only make a verifiable consumer request to know information twice within a 12-month period. We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm that the personal information relates to you. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

Once we receive your verifiable consumer request, we will send you an acknowledgement letter within 10 days which will describe our verification process. We will respond to your request within 45 days if we are able to verify your identity. Requests for deletion will require a separate confirmation that you want your information deleted.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee,

we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Please note that, in responding to your request, we are not permitted to disclose or provide you with your Social Security Number, Driver's License Number, or other government issued identification number, financial account number, any health insurance or medical identification number, an account password, or security questions and answers.

Using an Authorized Agent to Submit a Request

Only you, a person registered with the California Secretary of State, or a person you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. If you use an authorized agent, you may provide a power of attorney executed pursuant to California Probate Code sections 4000 to 4465. If a power of attorney that meets those provisions is not submitted, you will be required to verify your identity directly by submitting a verified consumer request according to the procedures in the section "Submitting a Verified Consumer Request." If anyone purporting to be an authorized agent for a consumer contacts us, we will require proof that the authorized agent has been authorized to act on the consumer's behalf.

Your Right to Non-Discrimination for the Exercise of a Privacy Right

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

Changes to Our Privacy Notice

Company reserves the right to amend this privacy notice at our discretion and at any time. When we make changes to this privacy notice, we will post the updated notice on the Website and update the notice's effective date. Your continued use of our website following the posting of changes constitutes your acceptance of such changes.

Contact for More Information

If you have any questions or comments about this notice, the ways in which Company collects and uses your information, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

Website: <http://www.mycoherenthealth.com>

Email: support@mycoherenthealth.com

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