



75 5th St NW Suite 2140

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www.medtransgo.com

MedTrans GO Privacy Policy

Last Modified: January 24, 2023

1. Introduction.

MedTrans GO, Inc. and our parent companies, subsidiaries, and affiliates (collectively, "**MedTrans GO**", "**Company**", "**our**" "**us**", and "**we**") respect your privacy and are committed to protecting it through our compliance with this privacy policy ("**Privacy Policy**").

This Privacy Policy describes the types of information we may collect from you, the user ("**you**" and "**your**"), or that you may provide when you visit the website www.medtransgo.com and any affiliated third party websites that may contain a link to this Privacy Policy, including, without limitation, any pages, facilities, services, or capabilities accessible on or by any top-level Company domain owned by us or any subsite, subdomain, subdirectory, virtual site, or virtual directory thereof and our mobile applications that contain a link to this Privacy Policy (each a "**Website**" and collectively the "**Websites**"), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Privacy Policy applies to information we collect:

- On or through the Websites;
- In email, text, and other electronic messages between you and any Website or us; and
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this Privacy Policy.

It does not apply to information collected by:

- Us on any other website operated by Company or any third party; or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Website.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies



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and practices, including our use and disclosure of your Personal Information, please do not use our Websites and do not provide us with any of your information. By accessing or using the Websites, you agree to the terms of this Privacy Policy and consent to our privacy practices described in this Privacy Policy, including our use and disclosure of your Personal Information as described below. If you have any questions about this Privacy Policy or our information practices, please contact us as set forth below in Section 14 below. This Privacy Policy may change from time to time (see Section 11 below). Your continued use of this Website after we make changes is deemed and treated as your acceptance of those changes, so please check the Privacy Policy periodically for updates.

Please note that MedTrans GO is located in the United States and any information you provide to us may be stored in the United States. The services we and our Websites provide are only directed and available to users located in the United States. If you are visiting a Website from the European Union or other regions with laws governing data collection and use that may differ from U.S. law, please note that you are transferring information about you, including personal information, to a country and jurisdiction that does not have the same data protection laws as the European Union, and you consent to the transfer of information about you, including your personal information, to the U.S.; and the use and disclosure of information about you, including your Personal Information, as described in this Privacy Policy.

2. Children Under the Age of 18.

Our Websites are not intended for children under 18 years of age or the applicable age of majority in the jurisdiction you are located (if greater than 18 years of age). No one under age 18 or the applicable age of majority may provide any information to any Websites. We do not knowingly collect information from children under 18 or the applicable age of majority and do not direct our Websites for use by individuals under the age of 18 or the applicable age of majority. If you are under 18 or the applicable age of majority, do not use or provide any information on this Website or on or through any of its features/register on the Websites, make any purchases through the Websites, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us by email at privacy@medtransgo.com and we will promptly remove the information.

3. Information We Collect About You and How We Collect It.



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We collect several types of information from and about users of our Websites, including information:

- by which you may be personally identified, such as first and last name, current address, mailing address, e-mail address, your healthcare provider’s patient identification number, user name, certain language proficiency and other professional certifications, license plate number, driver’s license number, telephone number, IP address, and any other identifier by which you may be contacted online or offline (“**Personal Information**”);
- that is about you but individually does not identify you, such as your language preference, vehicle make, designated pick-up location, the information related to your healthcare appointment, including the date and time of your appointment, the address of your healthcare provider, the name of the entity providing your healthcare for the applicable appointment, and specific medical conditions you may have related to transporting you to your appointment (e.g. whether you require the use of a stretcher or wheelchair); and
- about your internet connection, the equipment you use to access our Websites and usage details.

We collect this information:

- Directly from you when you provide it to us;
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies; and
- From third parties, for example, our business partners and individuals or entities that may request services from us on your behalf.

3.1. Information You Provide to Us. The information we collect, including Personal Information, on or through our Websites may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering an account to use our Website, subscribing or purchasing services we offer, providing services to our customers as a service provider, providing a review of a service provider, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us (if any), and when you report a problem with our Website or ask us a question;



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- Records and copies of your correspondence (including email addresses), if you contact us;
- Your responses to surveys that we might ask you to complete for research purposes;
- Details of transactions you carry out through our Websites and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Websites; and
- Your search queries on the Websites.

While it is your choice whether to provide the requested information or not, we cannot provide certain services you may request if you do not provide the requested information.

3.2. Information We Collect Through Automatic Data Collection Technologies and Do-Not-Track Signals. As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- **Usage Details.** Details of your visits to our Websites, including traffic data, logs, and other communication data and the resources that you access and use on or through Website the Website;
- **Device Information.** We may collect information about your computer or mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, browser preferences, and mobile network information; and
- **Location Information.** Our mobile applications collect real-time information about the location of your device to provide you with our services. When you open our mobile applications on your mobile device, we receive your location. We may also collect the precise location of your device when one of our mobile applications is running in the foreground. We collect this information through your device's GPS, wifi connection, or through your mobile telephone connection (3G). You may refuse to automatically provide us your location information by changing the settings of our mobile application through the settings on your mobile device.

Do-Not-Track is a public-private initiative, <http://www.w3.org/2011/tracking-protection/>, that has developed a technical "flag" or signal that an end-user may be able to activate within their browser software to notify websites that they do not wish to be "tracked" by third parties as defined by the initiative.



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As a result, Do-Not-Track has not yet been standardized and most websites, however, MedTrans GO and our Websites, do alter their behavior when our Websites receive a “do-not-track” flag or signal.

The information we collect automatically is statistical data and may include some Personal Information, including your IP address. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns;
- Store information about your preferences, allowing us to customize our Website according to your individual interests and requests;
- Speed up your searches; and
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. We use cookies to help remember your preferences, remember the information you have entered on a Website, and to help you log into your account. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Websites. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Websites.
- **Flash Cookies.** Certain features of our Websites may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Websites. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Section 7 below.
- **Web Beacons.** Pages of our Websites may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

4. Third-Party Use of Cookies and Other Tracking Technologies.



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Some content or applications, including advertisements, on the Websites are served by third-parties, including advertisers, ad networks and servers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Websites. The information they collect may be associated with your Personal Information or they may collect information, including Personal Information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content. Some of our Websites utilize Google Analytics, Zoom.info Websights, Wix, LinkedIn Insights Tag, and Facebook pixel tag, which may: collection information from you to determine how many users engaged with our Websites by associating a unique identifier with your visit to the Websites and through the utilization of page tags, third party cookies, and hits.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Section 7 below.

5. How We Use Your Information.

We use information that we collect about you or that you provide to us, including any Personal Information:

- To present our Websites and their contents to you;
- To provide you with information, products, or services that you request from us;
- To fulfill any other purpose for which you provide it;
- To provide you with notices about your account, including expiration, renewal, payment and other applicable notices;
- To carry out our obligations, including contractual obligations, and enforce our rights arising from any contracts entered into between you and us, including for billing and collection and to enforce our Terms of Use;
- To notify you about changes to our Websites or any products or services we offer or provide though it;
- To allow you to participate in interactive features on our Websites;
- In any other way we may describe when you provide the information;
- As set forth in a separate agreement between you and us;



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- To improve the Websites by solving technical problems, to calculate overall usage statistics, for internal marketing and promotional purposes, and for service development and content improvement;
- To maintain the security and integrity of the Websites and our IT systems; and
- For any other purpose with your consent.

We may also use your information to contact you about our own goods and services that may be of interest to you. If you do not want us to use your information in this way, please contact us at support@medtransgo.com. If you wish to stop receiving certain emails please click the “unsubscribe” link at the bottom of the email. For more information, see Section 7 below.

We may use the information we have collected from you to enable us to display advertisements to our advertisers’ target audiences. Even though we do not disclose your Personal Information for these purposes, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

We will retain your Personal Information until you tell us to delete your Personal Information and your consent to such purposes(s) remains valid during such time. If you would like us to delete your Personal Information, please email us at support@medtransgo.com.

6. Disclosure of Your Information.

We may disclose aggregated, non-personally identifiable information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this Privacy Policy:

- To our parent companies, subsidiaries, and affiliates;
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them;
- To our customers and their customers and agents if you have agreed to provide them services;
- To a buyer or other successor in the event of a merger, acquisition, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all



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of MedTrans GO's assets or ownership interests, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Information held by us about our Website users is among the assets transferred;

- To fulfill the purpose for which you provide it. For example, if you give us an email address or phone number of a specific individual to receive services you have requested on their behalf, we may transmit your name, contact information, and/or your employer's or business's name to such individual;
- As set forth in any separate agreement between you and us;
- For any other purpose disclosed by us when you provide the information;
- With your consent; and

We may also disclose your Personal Information:

- To comply with any court order, law, or legal process, including to respond to any government, law enforcement, or regulatory request.
- To enforce or apply our terms of use ("**Terms of Use**"), other agreements, and any other documents included or referenced therein, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of MedTrans GO, our customers, other users, service providers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection.

7. Choices About How We Use and Disclose Your Information.

We strive to provide you with choices regarding the Personal Information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website here: http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with



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ways to choose not to have your information collected or used in this way. For more information about targeting and advertising cookies and how you can opt out, please visit:

All About Cookies: <http://www.allaboutcookies.org/manage-cookies/index.html>

Digital Advertising Alliance: <http://optout.aboutads.info/?c=2&lang=EN>

Network Advertising Initiative: <http://optout.networkadvertising.org/?c=1#!/>

To opt-out of third party tracking technologies, please visit the following links:

Google Analytics: If you don't want Google Analytics to be used in your browser, you can install the "Google Analytics Opt-Out Browser Add-on", provided by Google. <https://tools.google.com/dlpage/gaoptout>

Wix: Unless you are logged into a Wix account, your opt-out will be specific to the browser and/or device you are using to make the request.

ZoomInfo: Go to <https://www.zoominfo.com/privacy-center/update/remove> and "Verify" your email address. Go to the ZoomInfo opt-out page. Enter your email address (the work address ZoomInfo lists on its website) into the verification form and click on "get code."

LinkedIn: Go to <https://www.linkedin.com/psettings/guest-controls>

Facebook: Facebook's Privacy Policy is linked here:

https://www.facebook.com/privacy/policy/?entry_point=data_policy_redirect&entry=0. Here is a link to where a user can revoke consent to be tracked:

https://www.facebook.com/ads/website_custom_audiences/

- **Promotional Offers from Company.** If you do not wish to have your email address/contact information used by the Company to promote our own products or services, you can opt-out by clicking the "unsubscribe" link on any emails you receive. This opt out does not apply to information provided to the Company as a result of a product purchase, product service experience, or other transactions.
- **Text Messaging.** You may opt out of receiving text messages from us at any time, either by texting the word "STOP" using the mobile device that is receiving the text messages, or by contacting us by email at privacy@medtransgo.com.
- **Deleting Your Personal Information.** You may update or delete the Personal Information maintain on your account profile by visiting and modifying such information. In addition, you may also contact us at support@medtransgo.com to request that we delete all of your Personal Information.



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- **Automatic Location Information Collection.** You may refuse our mobile applications from collecting your location information when you use our mobile applications. Please visit the settings option on your mobile device and select the option to not provide your location information.

8. Accessing and Correcting Your Information.

You can review and change your personal information by logging into the Website and visiting your account profile page.

You may also send us an email at support@medtransgo.com to request access to, correct or delete any information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

9. Data Security.

We have implemented measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls and we encrypt our databases and server files.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. In addition, we urge you to be careful about giving out information in public areas of the Website in the event we offer features like message boards. The information you share in public areas may be viewed by any user of the Website.

Unfortunately, the transmission of information via the internet is not completely secure and can potentially be intercepted or incorrectly routed. Although we do our best to protect your Personal Information, we cannot guarantee the absolute security of your Personal Information transmitted to our Websites. Any transmission of Personal Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on any Website. Please consider this before submitting any information to us or through the Websites.

10. Credit Card Processing and Data Security.



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We do not receive funds directly from you when you utilize the Websites to purchase our services or products. We utilize a third party billing and payment processing gateway, provided by Stripe, Inc., who provides the infrastructure and security necessary to provide secure transmission of your credit card transaction data. Stripe, Inc.'s terms of service are available at <https://stripe.com/us/legal> and its privacy policy is available at <https://stripe.com/us/privacy>, which are incorporated by reference herein. We can only accept credit cards for processing through our secured payment-processing gateway. Although we do not control the security environment for them and cannot make any guarantees regarding the secure processing of your credit card transaction data, we want to inform you that our credit card processor is compliant with the Payment Card Industry Data Security Standard (“**PCI DSS**”) as a Level 1 service provider. We require that our credit card processors are compliant with PCI DSS. PCI DSS is the bankcard industry’s stringent security standard. Examples of our credit card processor’s security measures include: physical, electronic, and procedural safeguards; sophisticated security monitoring tools; documented security policies; use of strong encryption for transmissions of order information to and from our customers; restricting access to personal information; and periodic security audits by third party security experts.

11. Changes to Our Privacy Policy.

It is our policy to post any changes we make to our Privacy Policy on this page with a notice that the Privacy Policy has been updated on the Websites’ home pages. If we make material changes to how we treat our users’ Personal Information, we will notify you by email to the email address specified in your account and/or through a notice on the Websites’ home pages. The date the Privacy Policy was last revised is identified at the top of this webpage as the “Last Modified” date. When you use any Website after any revisions or modifications to this Privacy Policy, you agree to and accept the revisions and modifications. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this Privacy Policy to check for any changes.

12. Social Media.

Any information, communications, or material of any type or nature that you submit to the Websites or to us through a third party website including, but not limited to, any of our Websites or accounts contained on a social media platform or website such as Facebook, Instagram, LinkedIn, Google Plus, or Twitter, whether by e-mail, posting, messaging, uploading, downloading, or otherwise (collectively, a “**Submission**”), is done at your own risk and without any expectation of privacy. By



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visiting any Website that is contained on a social media platform or website, you are representing and warranting to us that you have reviewed the applicable social media platform's or website's privacy policy and terms of use and that you will abide by all such provisions contained therein. We cannot control the actions of the providers or the other users of any social media platform or website and we are therefore not responsible for any content or Submissions contained on such websites or platforms. We do not guarantee the privacy and safety of these areas. We encourage you to be wary of providing any of your personal information in such public forums. The information you submit can be collected and used by people you do not know. Again, your use of these features and your Submissions are fully at your own risk.

13. Monitoring and Enforcement.

We have implemented various measures to monitor compliance with and enforce the elements in this Privacy Policy, however, we expressly disclaim the obligation to monitor such compliance. If you have a privacy related inquiry, complaint or dispute, please contact us at the postal address, telephone number, or e-mail listed in Section 14 below.

14. Contact Information.

To ask questions or comment about this Privacy Policy and our privacy practices, contact us:

by email at:

privacy@medtransgo.com

or write to us at:

Privacy Officer
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