

MD ORTHO SYSTEMS PRIVACY POLICY

Effective Date: November 6, 2023

MD ORTHO SYSTEMS LLC (“MDO,” “we,” “us,” or “our”) recognizes the importance of protecting the privacy of your personal information, and we have prepared this Privacy Policy to provide you with important information about the privacy practices applicable to any MDO websites, applications, services, mobile applications and any other website or online service that MDO operates and that links to this Privacy Policy (collectively, the “Services”). Capitalized terms not defined in this Privacy Policy have the same meaning as in our Terms of Use, available at <https://public.mdortho.ai/docs/TermsOfUse.pdf>.

I. COLLECTION OF INFORMATION

We may collect the following kinds of information when you use the Services:

Information you provide directly to us. For certain activities, such as when you register, use our Services, subscribe to our alerts, or contact us directly, we may collect some or all of the following types of information:

- Contact information, such as your full name, email address, mobile phone number, and address;
- Other identifying information including your employee id or membership number;
- Username and password;
- To confirm your eligibility to use the Services, your insurance information, such as your insurance identification and group numbers, health plan, and insurance card;
- Your location;
- Images or videos provided by you, including any metadata attached to such files;
- Personal health information, including information about your health condition, previous treatments, and general health;
- Information you provide about specific orthopedic injuries or conditions when you are using the Services to schedule a visit with a Program HCP and during such visit; and
- Any other information you provide to us.

We may combine such information with information we already have about you and use it for any of the purposes listed below in Section II, Use of Information.

Information we collect automatically. We may collect certain information automatically when you use our Services, such as your Internet protocol (IP) address, device and advertising identifiers, browser type, operating system, Internet service provider, pages that you visit before and after using the Services, the date and time of your visit, information about the links you click and pages you view within the Services, and other standard server log information. We may also collect certain location information when you use our Services, such as your computer’s IP address, your mobile device’s GPS signal, or information about nearby WiFi access points and cell towers.

We may use cookies, pixel tags, Local Shared Objects, and similar technologies to automatically collect this information. Cookies are small bits of information that are stored by your computer’s web browser. Pixel tags are very small images or small pieces of data embedded in images, also known as “web beacons” or “clear GIFs,” that can recognize cookies, the time and date a page is

viewed, a description of the page where the pixel tag is placed, and similar information from your computer or device. Local Shared Objects (sometimes referred to as “Flash Cookies”) are similar to standard cookies except that they can be larger and are downloaded to a computer or mobile device by the Adobe Flash media player. By using the Services, you consent to our use of cookies and similar technologies. If you do not so consent, please do not use the Services.

We may also collect technical data to address and fix technical problems and improve our Services, including the memory state of your device when a system or application crash occurs while using our Services. Your device or browser settings may permit you to control the collection of this technical data. These data may include parts of a document you were using when a problem occurred, or the contents of your communications. By using the Services, you are consenting to the collection of this technical data. If you do not so consent, please do not use the Services.

We may also receive information about you from other sources, including through third-party services and organizations. We may combine our first-party data, such as your email address or name, with third-party data from other sources and use this to contact you (e.g., through direct mail). For example, if you access third-party services, such as Facebook, Google, or Twitter, through the Services to login to the Services or to share information about your experience on the Services with others, we may collect information from these third-party services.

II. USE OF INFORMATION

We generally use the information we collect online to:

- Provide, support and improve the Services;
- Contact you;
- Fulfill your requests for products, services, and information;
- Send you information about additional clinical services or general wellness from us or trusted third-party partners, healthcare providers or services that we may refer to you for further treatment;
- Analyze the use of the Services and user data to understand and improve the Services;
- Customize the content you see when you use the Services;
- Conduct research using your information to improve and/or analyze our Services;
- Prevent potentially prohibited or illegal activities;
- Create regulatory filings or applications;
- For any other purposes disclosed to you at the time we collect your information or pursuant to your consent.

III. SHARING OF INFORMATION

We are committed to maintaining your trust, and we want you to understand when and with whom we may share the information we collect.

- Healthcare providers, and other healthcare-related entities. We may share your information with health care providers, laboratories, government medical research agencies, and other entities relevant to providing you with treatment options and support.
- Authorized third-party vendors and service providers. To the extent necessary to provide the Services, we may

share your information with third-party vendors and service-providers that help us with specialized services, including billing, payment processing, customer service, email deployment, business analytics, marketing, performance monitoring, hosting, and data processing. These third-party vendors and service providers may not use your information for purposes other than those related to the services they are providing to us.

- Plan Providers. We may share your data with a Plan Provider through which you have access to the Services, for purposes of invoicing and billing the Plan Provider for the Services.
- Research partners. We may share your information with our research partners to conduct health-related research; such sharing may be subject to your separate written authorization.
- Business partners. We may include your information in aggregated information used to create reports or analyses we share with our business partners and customers. This is not linked to any personal information that can identify any individual person.
- Corporate affiliates. To facilitate patient care, we may share your information with our corporate affiliates that are subject to this policy.
- Business transfers. We may share your information in connection with a substantial corporate transaction, such as the sale of a website, a merger, consolidation, asset sale, or in the unlikely event of bankruptcy.
- Legal purposes. We may disclose information to respond to subpoenas, court orders, legal process, law enforcement requests, legal claims or government inquiries, and to protect and defend the rights, interests, health, safety, and security of MDO, our affiliates, our users, or the public. If we are legally compelled to disclose information about you to a third party, we will attempt to notify you by sending an email to the email address in our records unless doing so would violate the law or unless you have not provided your email address to us.
- Workplace injuries. We may share your information with your employer as authorized by and to the extent necessary to comply with laws relating to workers' compensation or similar programs established by law that provide benefits for work-related injuries or illness without regard to fault.
- Regulatory filings. We may share your information as part of a regulatory filing or application process, provided that it is aggregated with the information of other users and anonymized so that it cannot be re-identified with you.
- With your consent or at your direction. We may share information for any other purposes disclosed to you at the time we collect the information or pursuant to your consent or direction.

If you access third-party services, such as Facebook, Google, or Twitter, through the Services to login to the Services or to share information about your experience on the Services with others, these third-party services may be able to collect information about you, including information about your activity on the Site, and they may notify your connections on the third-party services about your use of the Site, in accordance with their own privacy policies.

If you choose to engage in public activities on the Site or third-party sites that we link to, you should be aware that any information

you share there can be read, collected, or used by other users of these areas. You should use caution in disclosing personal information while participating in these areas. We are not responsible for the information you choose to submit in these public areas.

Information you submit may be received, maintained, or transmitted on our systems or those of contractors, third parties, or affiliates.

IV. SECURITY

We use reasonable measures to help protect information from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. You should understand that no data storage system or transmission of data over the Internet or any other public network can be guaranteed to be completely secure. Please note that information collected by third parties may not have the same security protections as information you submit to us, and we are not responsible for protecting the security of such information.

V. YOUR CHOICES

You may request that we delete your personal information by sending us an email at privacy@mdorthosystems.com. We will use commercially reasonable efforts to delete your information.

You may be able to refuse or disable cookies by adjusting your web browser settings. Because each web browser is different, please consult the instructions provided by your web browser (typically in the "help" section). Please note that you may need to take additional steps to refuse or disable Local Shared Objects and similar technologies. For example, Local Shared Objects can be controlled through the instructions on Adobe's [Setting Manager page](#). If you choose to refuse, disable, or delete these technologies, some of the functionality of the Services may no longer be available to you.

VI. THIRD-PARTY LINKS AND CONTENT

Some of the Services may contain links to content maintained by third parties that we do not control. We may allow third parties, including business partners, to collect information about your online activities through cookies, pixels, local storage, and other technologies. We are not responsible for the privacy practices of these third parties, and the information practices of these third parties are not covered by this Privacy Policy.

Do-Not-Track Signals and Similar Mechanisms. Some web browsers transmit "do-not-track" signals to websites. Because of differences in how web browsers incorporate and activate this feature, it is not always clear whether users intend for these signals to be transmitted, or whether they even are aware of them. We currently do not take action in response to these signals.

VII. CHILDREN

We do not knowingly allow individuals under the age of 18 to create accounts that allow access to our Services.

VIII. CHANGES TO THE PRIVACY POLICY

We may update this Privacy Policy from time to time. When we update the Privacy Policy, we will revise the "Effective Date" date above and post the new Privacy Policy. We recommend that you review the Privacy Policy each time you visit the Services to stay informed of our privacy practices.

IX. QUESTIONS?

If you have any questions about this Privacy Policy or our practices, please email us at privacy@mdorthosystems.com.