

## **WorkCare Privacy Policy**

This WorkCare Privacy Policy (this “Privacy Policy”) relates to information collected by WorkCare, Inc. (“WorkCare” or “we”) through your use of the WorkCare website at [www.workcare.com](http://www.workcare.com) and any subdomains thereof (the “Site”). This Privacy Policy also applies to information we may receive from you through other means. As used herein, (i) “you” and “your” mean a user of the Site or an individual we otherwise engage with and receive information from through other means.

You should carefully read this Privacy Policy. To the extent you are located in California, please review our California Consumer Privacy Act Addendum, which sets forth our practices and obligations under the California Consumer Privacy Act (the “CCPA”). To the extent you are located in the European Economic Area or the United Kingdom, or to the extent we process your personally identifiable information in the context of the activities of an establishment in the European Economic Area or United Kingdom, please review our General Data Protection Regulation Addendum, which sets forth our practices and obligations under the General Data Protection Regulation (the “GDPR”)

### **What information do we collect?**

Depending on your use of the Site and our interactions with you, we may collect the following types of personal information:

#### **Personally Identifiable Information**

WorkCare may collect information that identifies you, your household, or your device, could be used to identify you, your household, or your device, or could be used to contact you. Such information may include your name, e-mail address, job title, company, comments, chat transcripts, city, country, continent, postal address, IP address, online identifier, company size, department, prospective use-cases, interests, telephone number, and any other information you may choose to share with us or choose to allow your affiliated organization (“Organization”) to share with us. Personally identifiable information may also include protected health information (“PHI”) protected by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). For more information regarding WorkCare’s treatment and protection of PHI, please refer to our [HIPAA Privacy Practices Notice](#).

#### **Non-Personally Identifiable Information**

WorkCare also collects information, any single item of which, by itself, cannot be used to identify or contact you, including non-identifiable demographic information, language, internet service provider, browser types, browser system, unique device identifiers, email client, device types, requested URL, referring URL, traffic source, browser language, the pages you view, content you engage with, the date and time of your visit, the duration of your visit, location (city, country, continent), operating system, domain names, and statistical data involving the use of the Site. We also collect aggregated statistics connected to support issues. Certain non-personally identifiable information may be considered a part of your personally identifiable information if it were combined with other identifiers in a way that enables you to be identified. However, the same pieces of information are considered non-personally identifiable information when they are taken alone or combined only with other non-personally identifiable information (for example, your viewing preferences) in a way that would not enable you to be identified.

## **When and how do we collect your information?**

We collect personally identifiable information that you submit to us, whether via the Site, electronic file transfer, or through other means including communication with one of our representatives on or off the Site. We may receive personally identifiable information from or about you when we initially engage with your Organization and at various times thereafter in connection with providing services to your Organization.

We may collect information passively using “cookies.”

“Cookies” are small text files that can be placed on your computer or mobile device in order to identify your web browser and the activities of your computer on the Site and other websites. Cookies can be used to personalize your experience on the Site, to assist you in using the Site (such as saving time by not having to reenter your name each time you use the Site), or to allow us to statistically monitor how you are using the Site to help us improve our offerings. You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Site. We may use cookies to store and manage your user login information, including id and password.

## **How do we use your information?**

We use the information we collect to provide the Site to you, to provide our services to you and your Organization, to help us understand who uses the Site and how, for internal operations such as operating and improving the Site, and to contact you as necessary in connection with providing our services to you and your Organization.

## **When do we disclose your information to third parties?**

We may disclose information, at your discretion, to your Organization as necessary in order to provide our services and fulfill our contractual obligations. In connection therewith and with your consent (whether given to us directly or indirectly through your Organization), we may disclose your information to service providers, including healthcare providers such as clinics and labs, upon your referral to such providers, as well as to third-party administrators in connection with your Organization’s provision of employment benefits.

We may also disclose your information if we believe in good faith that we are required to do so in order to comply with an applicable statute, regulation, rule or law, a subpoena, a search warrant, a court or regulatory order, lawful requests by public authorities, including to meet national security or law enforcement requirements, or other valid legal process. We may disclose personally identifiable information in special circumstances when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating a contract obligation to us, to detect fraud, for assistance with a delinquent account, or to protect the safety and/or security of our users, the Site, our services, or the general public.

We reserve the right to transfer information to a third party in connection with a sale, merger or other transfer of all or substantially all of the assets of WorkCare, or that portion of WorkCare to which the Site relates or to which any other activities of WorkCare that are subject to this Privacy Policy relate, or in connection with a strategic investment by a third party in WorkCare, or in the event that we discontinue our business or file a petition or have filed against us a petition in bankruptcy, reorganization or similar proceeding.

### **Is your information secure?**

We securely store all of your data on servers located at data centers and colocations in North America and Europe and employ security procedures and protocols that meet or exceed applicable industry standards.

### **How long do we retain your data?**

Personal information we collect is retained for varying lengths of time according to the type of information in question and the purposes for which it is collected and used. We delete personal information when there is no longer a need to use it for the purposes for which it was collected or subsequent purposes related to and compatible with the original purposes of collection. We may retain archival copies of personal data as part of our customary practices for the backup storage of information in the ordinary course of business.

### **What rights do you have over your data?**

If you have an account on the Site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes. If you are located in California or the European Economic Area or the United Kingdom, additional rights over your data are set forth in the applicable addendum to this Privacy Policy.

### **How will you know if there are changes to this Privacy Policy?**

We may revise or update this Privacy Policy from time to time as needed to be compliant with legal requirements and our internal procedures, as well as to reflect changes in technology. Revisions or updates will be posted to the Site to notify you of any changes and provide you with an opportunity to opt out of any additional uses or disclosures. We encourage you to periodically review this Privacy Policy to stay informed about our collection, processing, storage, retention and sharing of your data.

If any revisions or updates are unacceptable to you, you must promptly contact us using the information below and refrain from using the Site until the issue is resolved. Any continued use of the Site following revisions or updates to this Privacy Policy shall constitute your acceptance of those changes.

## **How do you contact us with any privacy questions?**

You may exercise any rights you have over your data or provide any other questions, comments, complaints or requests regarding this Privacy Policy, by contacting us at:

WorkCare, Inc.  
300 S. Harbor Blvd, Suite 400  
Anaheim, CA 92805

WorkCare Data Privacy Officer  
[ITsecurity@workcare.com](mailto:ITsecurity@workcare.com)  
800-455-6155