

JoyPath Mobile Application Privacy Policy

Last modified: November 5, 2021

1. INTRODUCTION

National Hospice Cooperative, on behalf of itself, its affiliated entities and its participating entities referenced in the JoyPath App (collectively "**Company**" or "**We**") respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes:

- The types of information we may collect or that you may provide when you register with, access, or use JoyPath (the "**App**"); and
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies only to information we collect in the App.

This policy DOES NOT apply to information that We collect offline or on any other Company apps or websites, including websites you may access through this App.

Please read this 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 and practices, do not download, register with, or use this App. By downloading, registering with, or using this App, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this App after we revise this policy means you accept those changes, so please check the policy periodically for updates.

2. CHILDREN UNDER THE AGE OF 16

The App is not intended for children under 16 years of age, and we do not knowingly collect personal information from children under 16. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at support@joypath.app.

3. INFORMATION WE COLLECT AND HOW WE COLLECT IT

We collect information from and about users of our App:

- Directly from you when you provide it to us; and
- Automatically when you use the App.

3.1 *Information You Provide to Us*

When you download, register with, or use this App, we may ask you to provide information by which you may be personally identified, such as name, zip code, email address, and year of birth ("**personal information**"); and

3.2 *Automatic Information Collection and Tracking*

When you download, access, and use the App, the App may use technology to automatically collect:

- **Usage Details.** When you access and use the App, we may automatically collect certain details of your access to and use of the App, including traffic data, location data, and communication data and the resources that you access and use on or through the App.
- **Device Information.** We may collect information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.

- **Location Information.** This App collects real-time information about the location of your device.

If you do not want us to collect this information you may opt out at any time by managing the App settings in your device.

3.3 *Information Collection and Tracking Technologies*

The technologies we use for automatic information collection may include:

- **Cookies (or mobile cookies).** A cookie is a small file placed on your device. It may be possible to refuse to accept mobile cookies by activating the appropriate setting on your device. However, if you select this setting you may be unable to access certain parts of the App.
- **Google Analytics.** Google Analytics is a web analytics service offered by Google that tracks and reports website traffic.

4. HOW WE USE YOUR INFORMATION

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

- Provide you with the App and its contents, and any other information, products or services that you request from us;
- Fulfill any other purpose for which you provide it; and
- Notify you when App updates are available, and of changes to any products or services we offer or provide through it.

The usage information we collect helps us to improve the App and to deliver a better and more personalized experience by enabling us to:

- Estimate our audience size and usage patterns;
- Store information about your preferences, allowing us to customize our App according to your individual interests; and

- Speed up your searches.

5. DISCLOSURE OF YOUR INFORMATION

We may disclose aggregated information about our users, and information that does not identify any individual or device without restriction.

We will not disclose or sell your Personal Information except to comply with any court order, law, or legal process, including to respond to any government or regulatory request.

6. YOUR CHOICES ABOUT OUR COLLECTION, USE, AND DISCLOSURE OF YOUR INFORMATION

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

- **Tracking Technologies.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies or block the use of other tracking technologies, some parts of the App may then be inaccessible or not function properly.
- **Location Information.** You can choose whether or not to allow the App to collect and use real-time information about your device's location through the device's privacy settings. If you block the use of location information, some parts of the App may become inaccessible or not function properly.

California residents may have additional personal information rights and choices. Please see your California Privacy Rights for more information.

7. ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

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

You may also send us an email at support@joypath.app to request access to, correct, or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. 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.

California residents may have additional personal information rights and choices. Please see your California Privacy Rights for more information.

8. YOUR CALIFORNIA PRIVACY RIGHTS

If you are a California resident, California law may provide you with additional rights regarding our use of your personal information. To learn more about your California privacy rights, visit <https://oag.ca.gov/privacy/ccpa>.

9. DATA SECURITY

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

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 App, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our App. Any transmission of personal

information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

10. CHANGES TO OUR PRIVACY POLICY

We may update our privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this page with a notice that the privacy policy has been updated and notify you an in-App alert the first time you use the App after we make the change. The date the privacy policy was last revised is identified at the top of the page.

11. CONTACT INFORMATION

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

support@joypath.app

or via telephone at:

(937) 256-4490