

# NaturaeMed Privacy Policy

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NaturaeMed is a practice management and communications tool. This policy describes the types of personal and/or protected health information we may collect and how we use it to provide any of NaturaeMed LLC ("NaturaeMed") services, including but not limited to OfficePro, ChartPro and NetPro. The information that NaturaeMed collects is used to improve the quality of our service and is not shared with or sold to other organizations for commercial purposes, except to provide products or services under the terms of this agreement.

By using OfficePro, you agree to the collection and use of your personal and/or business information as described in this policy. You should know:

- We collect limited account information and store and maintain your account and profile information on our servers.
- We will never rent, sell or share information that personally identifies you for marketing purposes except to provide products or services you've requested, when we have your permission or under the following circumstances:
- We may share general information to trusted partners who work on behalf of or with NaturaeMed under confidentiality agreements. General information may be used to help NaturaeMed communicate offers to you from NaturaeMed and our marketing partners. Our partners do not have any independent right to share this general information and any offers will include a URL and email address where you can unsubscribe from future mailings.
- We respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims;
- We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of NaturaeMed's terms of use, or as otherwise required by law.
- \*NaturaeMed displays targeted advertisements based on personal or practice information. Advertisers (including ad serving companies) may assume that people who interact with, view, or click on targeted ads meet the targeting criteria.
- You can update your account information and preferences at any time.

To comply with the Children's Online Privacy Protection Act, NaturaeMed is only available to providers who are at least 13 years old. If you are under 13, please do not use the NaturaeMed service.

## What types of personal information do we collect and how do we use it?

Account information. When you register with NaturaeMed, we will request some personal information, including your first and last name, email address, and password to create your account. Your password will be maintained on our system in an encrypted form.

### Email.

NaturaeMed will send to the primary email address specified in your NaturaeMed profile a monthly NaturaeMed-related newsletter. You may unsubscribe from this newsletter by writing to [news@NaturaeMed.com](mailto:news@NaturaeMed.com) with UNSUBSCRIBE in the subject line or using the opt-out URL provided in every newsletter.

NaturaeMed may also distribute periodic updates regarding the NaturaeMed service to practice managers. These administrative messages are considered part of your NaturaeMed account service and practice managers may not opt-out of receiving them.

## Practice data and contents and usage

The contents of your NaturaeMed account are stored and maintained on NaturaeMed servers in order to provide the service. Because we keep back-up copies of data for the purposes of recovery from errors or system failure, residual copies of practice contents may remain on our systems for some time, even after you have deleted information or after the termination of your account. NaturaeMed employees do not access the content of any accounts unless you specifically request them to do so (for example, if you are having technical difficulties accessing your account) or if required by law, to maintain our system, or to protect NaturaeMed or the public.

We also may collect information about the use of your account, such as how much bandwidth you are using, how often you log in and other information related to your use of any NaturaeMed service. Information displayed or clicked on in your NaturaeMed account (including provider interface elements, links, and other information) is also recorded. We use this information internally to deliver the best possible service to you, such as improving the NaturaeMed user experience.

## Cookies & log information

Cookies. A cookie is a small data file that is sent to your computer when you first visit a website. As with most website cookies, our cookies include an identification number that is unique to the computer you are using. This identifier helps us better understand our user base and how they are using our site and services.

When you visit NaturaeMed and create a NaturaeMed account, we set and access cookies on your computer. We use cookies for a number of reasons, such as recognizing you when you visit the site, displaying the site according to your chosen user settings, and maintaining the security of your account. We may also use the cookies to collect aggregated information about the use of NaturaeMed to maintain, analyze and improve the service. If you set your browser so that it refuses cookies, you will not be able to use any of NaturaeMed's services. NaturaeMed uses collected information for the following general purposes: products and services provision, billing, identification and authentication, services improvement, contract, and research. NaturaeMed lets other companies that show advertisements of some of our pages set and access their cookies on your computer. Other companies' use of their cookies is subject to their own privacy policies, not this one. Advertisers do not have access to NaturaeMed cookies.

## Transfer of information

We reserve the right to transfer your personal information in the event of a transfer of ownership of NaturaeMed, such as acquisition by or merger with another company. In such an event, NaturaeMed will notify you before information is transferred and becomes subject to a different privacy policy.

## Updating your information

**Practice Managers:** You can change your NaturaeMed account settings at any time in the "Admin" section of your NaturaeMed Account. You can terminate your account at any time, by following simple instructions located in the "Cancel Account" sub-tab within the "Manager" section of your NaturaeMed Account home page. You should be aware, however, that residual copies of information may remain stored on our systems even after the deletion of information or the termination of your account.

**All Practices, Providers & Users:** You can change your NaturaeMed User account settings at any time from within the "My Profile" section of NaturaeMed product(s) in which you participate. You can terminate your service in and remove your profile information from a NaturaeMed practice at any time by going to the "My Profile" link and selecting the "Remove me from this practice" link. You should be aware, however, that residual copies of information may remain stored on our systems even after the deletion of information or the termination of your membership within a NaturaeMed Practice. You can remove yourself from any NaturaeMed Practice and still have an active account on the NaturaeMed platform (providing you ability to remain in, join or create other Practices).

## Changes

NaturaeMed may periodically update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your NaturaeMed profile or by placing a prominent notice on our site.

## Questions

Any questions about this Privacy Policy should be addressed to [privacy@NaturaeMed.com](mailto:privacy@NaturaeMed.com).

We hope you will enjoy using OfficePro