

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Under Federal law, your identifiable health information (known as “protected health information”) is protected and confidential. Your health information includes information about your symptoms, test results, diagnosis, treatment and related medical information. Your health information includes payment, billing and insurance information. This privacy notice (“Notice”) applies to Narus Health including its employees, staff and volunteers. Your health information may be stored electronically and is subject to electronic disclosure.

This Privacy Policy explains how Lucent Health Care Management, Inc., dba Narus Health (collectively “Narus”, “we”, or “us”) collects, uses, shares and protects information collected through our technology, applications, websites, content, products, and services (the “Platform”). The Platform enables people seeking consultative medical and care coordination services (the “Services”) to be connected with care team members and Narus clinical staff. The person using the Platform and/or receiving the Services (the “Recipient”) may be you or another person for whom you have the authority to order Services, such as a parent or other relative.

1. Information We Collect

We may collect the following kinds of information:

1.1. Information You Provide

Narus collects information from you when you provide it to us. This happens upon enrollment, when you register on our website, use the Platform, or communicate with us, such as through our website, mobile application, email, SMS, video conferencing, over the telephone, or in person. The information you provide us may include information that personally identifies you (“Personal Information” or “PII”), such as name, email address, phone number or your mailing address. We also collect your credit card information in order to process payments for Services.

You may also provide us information about a person whose care is being managed through the Platform, such as that person's Personal Information, conditions relative to the Services, special needs and preferences. You agree not to provide us information about any other person unless you have that person's full consent to do so.

1.2. Information Provided to Narus

You or the Recipient may provide information to Narus. Narus will use the Platform to manage and communicate with you about the Services that they are providing, including data entry of information about the Services and the Recipient of the Services into Narus applications.

1.3. Information from Cookies and Similar Devices

Narus may use cookies, web beacons, embedded scripts and similar methods to collect information about how users use and interact with our Services through our Platform, website, and supporting applications. Cookies may also be used to remember your prior visits and preferences. Cookies may be disabled through your browser settings but may impact full functionality of features delivered.

1.4. Information from Mobile Devices

If you are interacting with our website or applications on a mobile device, your mobile carrier may automatically send us your device and hardware ID, device type, carrier, carrier user ID, the content of your request and basic usage statistics about your device and corresponding usage of our website or supporting applications, including our mobile product offering. If you provide it to us or send us a message from your mobile device, we may also collect your phone number and any supporting information. [Narus reserves the right to use aggregated, de-identified Recipient information for future Platform enhancements and Service delivery. Your device may also store information about your usage of our Platform. Please consult your device's ownership manual or carrier on how to manage local storage, data capacity, and plan limitations.

1.5. Information based on Standard Web Protocols

When you access our Platform through a browser, mobile device, application or other client, like other web providers, our servers automatically record certain information. This data is recorded in server logs and may include information such as your request, your interaction with the Platform, the website that you were visiting when you came to our website, your Internet Protocol (IP) address, your browser type and language, the date and time of your request, and your cookie data.

2. Information Usage

Below are the ways we use information that is collected:

To provide the Platform to you;

To connect you with the appropriate staff;

To determine eligibility to participate in the Platform;

To improve our services and develop complementary services;

To perform statistical, demographic, operating and marketing analyses, including but not limited to the following: how users interact with the Platform, to customize products and services, to contact Recipients about the Platform, the Services provided, and send information that Recipients have requested, to notify Recipient of any changes to the Platform, and to protect the rights, confidentiality, safety and property of Narus, our partners and our users.

Furthermore, Narus staff may use certain information to provide and communicate about the Services.

3. Sharing of Personal Information

Narus may share your Personal Information with certain third parties as follows:

With Narus staff and identified care team members in order to provide and communicate about the Services;

With individuals or organizations involved in the Recipient's care, such as family members, physicians, or other care providers that you authorize;

With companies with whom we have contracted to provide services on our behalf, such as web-hosting and database services, application development, analytics, security, and data processing. These companies are obligated to maintain the confidentiality of any Personal Information they receive from us and are restricted from using it for any purpose that is incompatible with the uses set forth in this Privacy Policy.

With our corporate subsidiaries or affiliates. Any Personal Information provided to Narus' subsidiaries or affiliates will be treated in accordance with the terms of this Privacy Policy.

Where we have a good faith belief that it is necessary to (a) satisfy any applicable law, regulation, legal process or governmental requirement; (b) enforce any applicable terms of our Platform, (c) detect, prevent or otherwise address fraud, security or technical issues or (d) protect against harm to the rights, property or safety of Narus, its partners, its users or the public.

If Narus undergoes any merger or sale of its stock or some or all of its assets, we may transfer your Personal Information to the successor entity so long as it continues to maintain that information in accordance with the Privacy Policy under which it was collected.

Other than as described in the preceding paragraphs, Narus will not (a) sell, rent, swap, reconfigure, or authorize any third party to use your Personal Information or (b) use your Personal Information for any purpose other than those described in this Privacy Policy, in each case without your consent.

4. Changes to this Privacy Policy

Any changes to this policy will be posted at this URL: narushealth.com/privacy. We will not use data we collect in a manner that is materially different from promises made in the version of the Privacy Policy under which it was collected without your consent.

5. Updating Your Personal Information

You can contact us by emailing us at privacy@narushealth.com and we will make good faith efforts to provide you with access to your Personal Information in order to correct, amend or delete it unless prohibited by law. We may decline to process requests if it would require effort disproportionate to the privacy risk, would violate the rights of others, or would prejudice an ongoing legal proceeding or investigation. We also may not be able to delete Personal Information that you have submitted through public activities, and even after removal, it may remain viewable in cached and archived locations or on other websites not within our control. Updating or deleting your Personal Information will not have any effect on other information that Narus maintains.

6. Security

Narus recognizes that security is important and takes reasonable measures to protect your Personal Information from loss, misuse or unauthorized access, disclosure, alteration or destruction. If you believe that the Personal Information you have provided us has been compromised in any manner, or if you become aware of a potential security vulnerability in our Platform, please contact us at privacy@narushealth.com.

7. Communicating with You

7.1. Emails and other notifications

You agree that Narus may send you communications relating to your account and Services provided. These communications may be through email, telephone, SMS, video conferencing, or notifications through applications. You can elect not to receive certain marketing messages from Narus by email by following the instructions in the email or by contacting us, but you cannot elect not to receive administrative messages relating to your account or legal matters. You consent to receiving all legally-required notifications from Narus through display on our website, through the email you provide to us, or through the email associated with your Narus account, which may be the email associated with any of your third-party IM websites or social networks through which you connect to Narus (such as Facebook or LinkedIn).

7.2. Comments and Questions

Narus periodically reviews its privacy practices and this Privacy Policy. We encourage interested persons to raise any concerns using the contact information provided below, and we will investigate and attempt to resolve any concerns or complaints.

Narus Health, Inc.
424 Church Street
Ste 2300
Nashville, TN 37219
privacy@narushealth.com

8. Children's Online Privacy Protection Act

This website is intended for use by persons over the age of 18. Narus does not seek to collect information about children under the age of 18. No information should be submitted to or posted on this website by users under 18 years of age. If you believe that we might have any information from a child under age 18, please contact us at privacy@narushealth.com.

9. Do Not Track

Narus does not respond to Do Not Track (DNT) signals.