

## Privacy Policy

Effective Date: January 1, 2024

### Introduction

This Privacy Policy (“Privacy Policy”) describes the data protection practices of Undefined Health, LLC and its affiliates, including, without limitation, Undefined Pharmacy, LLC (collectively, “Undefined,” “We,” “Our,” or “Us”), including when You (defined below) visit any Undefined website that links to this Privacy Policy (including, without limitation, [www.undefinedhealth.com](http://www.undefinedhealth.com) and [www.undefinedrx.com](http://www.undefinedrx.com)) (collectively, “Websites”) or use any affiliated applications (e.g., mobile applications) (“Apps”) that link to or contain this Privacy Policy or otherwise provide data or information to Undefined. “Services” as used in this Privacy Policy refer to the Websites, Apps, and other services provided by Undefined. This Privacy Policy and the Privacy Policy of a professional association that provides care to patients of Undefined are incorporated into Our Terms of Use. As used herein, “You” and “Your” refer to the person using the Services. Any capitalized terms used in this Privacy Policy but not defined in this Privacy Policy shall have the meanings given to them in the Terms of Use.

If You are a resident of California or Colorado, please view Our Privacy Information for Residents of California and Colorado below.

**PLEASE READ THIS PRIVACY POLICY CAREFULLY. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS PRIVACY POLICY, PLEASE DO NOT USE THE SERVICES.**

### Revisions

The date of the last revision of this Privacy Policy is reflected at the top of this document as the “Effective Date.” We reserve the right to change this Privacy Policy at any time and for any reason. Any revisions to the Privacy Policy will be accessible through the Services. If any changes are made that require Us to provide You with notice, We will do so; otherwise, We recommend that You review the Privacy Policy periodically because You are responsible for monitoring and reviewing it. Your continued use of the Services after any revisions to this Privacy Policy will be deemed Your acknowledgement and acceptance of such revisions.

### Contact Us

If You have any questions about this Privacy Policy, please contact Us at:

Undefined Pharmacy, LLC  
Attention: Legal Department  
266 King George Road, Suite C-2  
Warren, New Jersey 07059

### Information Collected; Sources of Information

Undefined obtains information about You using the sources referenced below. Certain information is necessary for Us to provide the Services to You; therefore, if You do not provide Us with such information, or ask Us to delete it, You may not be able to access or use all or part of Our Services. In some instances, information collected or obtained by Us may be considered personal (i.e., information associated with or used to identify or contact a specific person) or health information (i.e., information about a person related to their past medical history or current medical condition).

### **1. Information You Provide to Us**

When You use Our Services, You may provide Us information about You. For example, without limitation, You may provide Us with certain information as part of creating Your account. The specific information We collect depends on the Services You use, how often You use them, and the information You choose to provide. Examples of information include, but are not limited to, identifiers (e.g., name, address, telephone number, email address, date of birth), billing information (e.g., addresses, credit/debit card numbers, verification numbers, expiration dates), login credentials, forms of identification (e.g., driver's license, passport), information and details about Your use of our Services (e.g., products ordered, interactions with Undefined or health care providers associated with Your account), and demographic information.

### **2. Information We Collect Through Automated Means**

When You use Our Services, We may collect information about Your use of the Services and the devices You use to access the Services ("Operation Information"). We, along with Our service providers (third parties that perform work for Us on Our behalf (collectively, "Service Providers")), may use a variety of technologies such as, without limitation, cookies, tags, web server logs, software development kits, tracking pixels, and other tracking information, to assist in collecting Operation Information. New or different technologies may be implemented by Us without the necessity of specifically identifying them in this Privacy Policy.

You may change Your browser settings to disable cookies, but You may not be able to access all or part of Our Services.

### **3. Information We Collect From Third Parties**

We may collect information from Your engagement with Us on social media platforms. If You access Our Services through a third-party connection or login-in, You also may allow Us to have access to certain information about You.

Additionally, We work with third parties (e.g., advertising networks, analytics providers, business partners, healthcare providers, marketing partners and affiliates, and other Service Providers) who may provide Us with additional information about You.

### **How We Use Your Information**

We, together with Our Service Providers, may use information about You for Our business purposes, which shall include, but not be limited to:

- Perform, improve, analyze, and/or manage the Services;
- Facilitate and/or provide, as applicable, health care services to You;
- Conduct research;
- Communicate with You;
- Provide You with technical support and customer service;
- Verify Your identity;
- Present You with advertising and marketing materials;
- Comply with applicable laws, regulations, rules, procedures, and industry standards; and
- Establish, exercise, and defend Our legal rights.

We may use and disclose information collected or obtained by Us to the fullest extent permitted by applicable laws, regulations, rules, procedures, and industry standards. Without limiting the generality of the foregoing, We may aggregate and/or de-identify any information collected through the Services so that such information can no longer be linked to You or Your device (“Aggregated/De-Identified Information”). We may use Aggregated/De-Identified Information to the fullest extent permitted by applicable laws, regulations, rules, procedures, and industry standards, including for research and marketing purposes. Further, We may disclose Aggregated/De-Identified Information to any third parties, including advertisers, promotional partners, sponsors, and other Service Providers.

### **Analytics and Advertising**

We may use third-party analytics services, including web analytics services (such as, without limitation, Google Analytics) on Our Services. We may also use certain analytics tools to capture data from emails sent by Us to You. New or different technologies may be implemented by Us without the necessity of specifically identifying them in this Privacy Policy.

Our Services may integrate third-party advertising technologies (such as, without limitation, ad networks and ad servers such as Facebook, Google Ad Words, TikTok, Criteo, and others) that use cookies, pixels, and other technologies to deliver relevant content and advertising for Undefined products and research on the Services, as well as on other websites You visit and other applications You use. New or different technologies may be implemented by Us without the necessity of specifically identifying them in this Privacy Policy.

We sometimes provide Our customer information (such as email addresses) to service providers, who may “match” this information in de-identified form to cookies (or mobile ad identifiers) and other proprietary IDs, in order to provide You with more relevant ads when You visit other Websites and Apps. We may also disclose customer information such as Your email address with third-party advertising networks that use such information to better target advertising to You regarding Undefined products and Services, as well as other products and services, as You browse the Internet.

You may be able to opt out of certain analytics and advertising technologies that We use, but You may still see advertising when You use the Services, but this advertising will not be tailored to

You based on Your online behavior. Do Not Track (“DNT”) is a privacy preference that users can set in certain web browsers; however, We do not currently recognize or respond to browser-initiated DNT signals.

## **Disclosing Your Information**

We may use and disclose information collected or obtained by Us to the fullest extent permitted by applicable laws, regulations, rules, procedures, and industry standards. Without limitation, We may disclose Your information in the following ways:

- To Our affiliates and subsidiaries;
- To healthcare providers in connection with providing You with healthcare;
- To Service Providers;
- To comply with applicable laws, regulations, rules, procedures, and industry standards, including, without limitation, to:
  - Comply with legal processes;
  - Enforce Our rights (for example, without limitation, to enforce this Privacy Policy, Our Terms of Use, and contracts entered into by Us);
  - Respond to claims that Our Services violate any rights of a third party or any applicable laws, regulations, rules, procedures, and industry standards;
  - Respond to Your requests for technical support or customer service;
  - Protect Our rights, property, or safety, including the rights, property, and safety of Our employees, agents, and Service Providers; and
  - Protect the rights of the general public.
- In connection with a merger, acquisition, divestiture, or partnership with any third-party entity or discussions relating to the same.
- On public forums, including certain features of Our Services.

## **Your Rights and Choices**

Depending on Your state of residence, You may have legal rights with respect to Your information. The types of requests You may be able to make include:

- Information about the categories of information We process, Our uses of Your information, Our sources of such information, and Our disclosure of such information;
- Access to the information that We have collected about You and a copy of certain information in a portable format;
- Correction of certain information We have about You; and
- Deletion of the information We have about You.

You may make a request by emailing Us at [info@undefinedrx.com](mailto:info@undefinedrx.com). Before We disclose, correct, or delete any information, We will need to verify Your identity, and depending on the nature of Your request, We may need additional information from You. Undefined will never ask You for sensitive personal or financial information when verifying Your identity, and We will never request Your password from You during this process. If You are an authorized agent submitting a request on behalf of another person’s behalf, We may require proof of Your authorization before processing the request.

Certain information may be exempt from such requests under applicable law. Examples of such exemptions include if the request:

- Prevents Us from completing a transaction You initiated;
- Interferes with Our legal obligations;
- Affects legal matters including an Undefined user's rights to data contained in their account;
- Does not allow Us to verify Your identity; or
- Is of a nature that is not legally required or would involve disproportionate cost or effort.

In all circumstances, We will respond to Your request within a reasonable timeframe and provide You with an explanation. If We deny Your request in whole or in part, the laws in Your jurisdiction may provide You with rights to appeal Our response. If applicable, We will provide You with information about Your appeal options in Our response to You.

Undefined will not discriminate against anyone that makes a rights request, but in some cases, We will not be able to provide Our Services to You without that information.

Residents of certain states may opt out of the sale of personal information or sharing or processing of their personal information through cookies, pixels, and similar online tools for targeted advertising by emailing Us at [info@undefinedrx.com](mailto:info@undefinedrx.com). You can also use an authorized agent to submit a request to opt-out on Your behalf if You provide the agent written permission to do so. We may require the agent to submit proof that You have authorized them to submit an opt-out request.

In addition to advertising activities using cookies and pixels, We may also share user email addresses with advertising partners to provide You with more relevant advertising. To opt out of this activity, please email Us at [info@undefinedrx.com](mailto:info@undefinedrx.com). If You opt out, You may still receive advertising, it just may not be tailored to Your interests. Please note, if You use different browsers, devices, or services You will need opt out on each browser or device where You want Your choice to apply.

You have a right to limit Our use of sensitive personal information for any purposes other than to provide the services or goods You request or as otherwise permitted by law (for example, You have the right to opt out of Our use of information about the Undefined treatments You have received to opt out of receiving targeted online advertisements about similar products and services that might be of interest to You). To opt-out from such additional purposes, please email Us at [info@undefinedrx.com](mailto:info@undefinedrx.com). Depending on Your jurisdiction, We may ask for Your consent before using Your sensitive personal information for Our marketing and online advertising purposes. If You consent and subsequently change Your mind, You can opt out by emailing Us at [info@undefinedrx.com](mailto:info@undefinedrx.com).

You may instruct Us not to use Your contact information to contact You by email, postal mail, or phone regarding products, services, promotions, and special events that might appeal to Your interests by contacting Us at [info@undefinedrx.com](mailto:info@undefinedrx.com). In commercial email messages, You can also opt out by following the instructions located at the bottom of such emails. Please note that,

regardless of Your request, We may still use and disclose certain information as permitted by this Privacy Policy or as required by applicable law.

### **Health Information and Third-Party Services**

This Privacy Policy does not address, and We are not responsible for, the privacy, information, or other practices, including data privacy and security process and standards of any third parties, including physicians and other health care providers using the Services, the manufacturer of Your mobile device and other IT hardware and software, and any other third party mobile application, website, or service to which Our Services may contain a link. These third parties may at times gather information from or about You. We have no control over the privacy practices of these third parties. The collection, use, and disclosure of Your information will be subject to the privacy policies of the third-party websites or services, and not this Privacy Policy. We urge You to read the privacy and security policies of these third parties.

### **How We Protect Your Information**

We take a variety of technical and organizational security measures to protect Your information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure, or access; however, no method of transmission over the Internet, and no means of electronic or physical storage, is absolutely secure. As such, You acknowledge and accept that We cannot guarantee the security of Your information transmitted to, through, or on Our Services or via the Internet and that any such transmission is at Your own risk. Where We have given You (or where You have chosen) a password that enables You to access the Services, You are responsible for keeping this password confidential. We ask You not to provide Your password to anyone. The information You disclose in public areas may be viewed by anyone.

### **Privacy Information for Residents of California and Colorado**

If You are a resident of California or Colorado, the California Consumer Privacy Act (“CCPA”) requires Us to provide You with the following additional information about: (i) the purpose for which We use each category of “personal information” and “sensitive personal information” (as defined in the CCPA) We collect; and (ii) the categories of third parties to which We (a) disclose such information for a business purpose, (b) “share” information for “cross-context behavioral advertising,” and/or (c) “sell” such information. Under the CCPA, “sharing” is defined as the targeting of advertising to a consumer based on that consumer’s personal information obtained from the consumer’s activity across websites, and “selling” is defined as the disclosure of personal information to third parties in exchange for monetary or other valuable consideration. We “share” information to provide more relevant and tailored advertising to You regarding Our Services. Our use of third-party analytics services and online advertising services may result in the sharing of online identifiers (e.g., cookie data, IP addresses, device identifiers, and usage information) in a way that may be considered a “sale” under the CCPA. Please see the following chart for the rest of this information:

<b>Category of Personal and/or Sensitive Personal Information</b>	<b>Categories of Third Parties to Which We Disclose</b>	<b>Categories of Third Parties to Which We “Share” and “Sell” this Personal Information for Advertising/Analytics Purposes</b>
Identifiers and contact information (e.g., name, address, email address, account name)	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	Advertising partners
Commercial and transactional information (e.g., information about the fact that You made a purchase)	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	Advertising partners
Financial information (e.g., credit card info collected by Our payment processors)	Payment processors; service providers; Our affiliates; entities for legal and fraud prevention	We do not share or sell
Internet or other network or device activity (e.g., IP address, browsing history, app usage)	Service Providers; Our affiliates; entities for legal and fraud prevention	Advertising partners
General geolocation information (e.g., city and state or zip code)	Service Providers; Our affiliates; entities for legal and fraud prevention	Advertising partners
Demographic and statistical data (e.g., Your gender, interests based on products and services You use)	Service Providers; Our affiliates; entities for legal and fraud prevention	We do not share or sell
Physical characteristics (e.g., photos and videos of You)	Service Providers; Our affiliates	We do not share or sell
User-generated content (e.g., information You choose to post in Our online forums)	Service Providers; Our affiliates; entities for legal and fraud prevention	We do not share or sell
Customer service data (e.g., information You provide through a chat or call with Our customer service representatives)	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	We do not share or sell
Health information (e.g., information about which online visit You started)	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	Advertising partners

Information about sex life and sexual orientation	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	We do not share or sell
Government-issued identification and numbers	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	We do not share or sell
Log-in credentials	Service Providers; entities for legal and fraud prevention	We do not share or sell
Race/Ethnicity	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	We do not share or sell
Contents of communications made via the Services	Service Providers; Our affiliates; health care providers and services; entities for legal and fraud prevention	We do not share or sell

We may use and disclose the personal information We collect or obtain for any acceptable purpose under applicable laws, regulations, rules, procedures, and industry standards. Without limiting the generality of the foregoing, We use the personal information We collect to: manage, facilitate, and improve the Services; research, marketing, and analytics; communicate with users; technical support and customer service; security and fraud prevention; and legal compliance and defense.

You have the right to opt out of Our sharing and/or selling of Your personal information for purposes of online advertising and related purposes through the use of cookies, pixels, and similar online tools by emailing Us at [info@undefinedrx.com](mailto:info@undefinedrx.com). Please note that We will also honor legally-required browser-based opt out signals.

In addition to advertising activities using cookies and pixels, We may also share user email addresses with advertising partners to provide You with more relevant advertising. To opt out of this activity, please email Us at [info@undefinedrx.com](mailto:info@undefinedrx.com).

We do not knowingly share or sell the personal information of children under 16.

The Services may offer opportunities to receive certain services or benefits such as gift cards, discounts, or free services, which may require the provision of personal information. Such opportunities could be considered a financial incentive under applicable law (each, an “Incentive Program”). When You participate in an Incentive Program, You agree to the terms of that Incentive Program, and may revoke Your participation depending on the Incentive Program (e.g.,



by opting out of emails). To the extent We can determine the value of Your information, We consider the value of providing You with a more personalized experience as well as the expenses We incur in providing Incentive Programs that are reasonably related to the costs associated with offering the incentives.

The CCPA also allows You to limit the use or disclosure of Your “sensitive personal information” (as defined in the CCPA) if Your sensitive personal information is used for certain purposes. You have a right to limit Our use of sensitive personal information for any purposes other than to provide the services or goods You request or as otherwise permitted by law. To opt-out from such additional purposes, please email [info@undefinedrx.com](mailto:info@undefinedrx.com).

Please see the “Your Rights and Choices” section above for additional rights You have with respect to Your personal information under California law and how to exercise them. Please see the “Retention of Your Information” section below for more information regarding retention of Your personal information.

The California “Shine the Light” law gives residents of California the right under certain circumstances to request information from Us regarding the manner in which We disclose certain categories of personal information (as defined in the Shine the Light law) with third parties for their direct marketing purposes. We do not disclose Your personal information to third parties for their own direct marketing purposes.

### **Privacy Information for Nevada Residents**

Under Nevada law, certain Nevada consumers may opt out of the sale of “personally identifiable information” for monetary consideration (as such terms are defined under Nevada law) to a person for that person to license or sell such information to additional persons. We do not engage in such activity; however, if You are a Nevada resident who has purchased services from Us, You may submit a request to opt out of any potential future sales under Nevada law by emailing [info@undefinedrx.com](mailto:info@undefinedrx.com). Please note that We will take reasonable steps to verify Your identity and the authenticity of the request. Once verified, We will maintain Your request in the event Our practices change.

### **Retention of Your Information**

We keep Your information for no longer than necessary for the purposes for which it is processed. The length of time for which We retain information depends on the purposes for which We collected and use it, the nature and sensitivity of the information, the potential risk of harm from unauthorized use or disclosure of the information, the purposes for which We process the information, and Our legitimate interests, and/or as required to comply with applicable laws.

### **Children**

We do not knowingly collect personal data from anyone under the age of 13 through Our Services, and Our Services are not directed to children under the age of 13. If We discover We have received any “personal information” (as defined under the Children’s Online Privacy

Protection Act) from a child under the age of 13 in violation of this Privacy Policy, We will take reasonable steps to delete that information as quickly as possible.