

Notice of Privacy Practices for EZEC®

This notice describes how information about you may be used and disclosed. Please review it carefully.

Introduction

EZEC® values protecting and maintain the privacy and security of confidential health. We make this commitment with our owners, jewelry designers, and first responder partners. We strive for exceptional compliance with the law by integrating an information and operations framework. We honor our commitment to protect confidential health information. We support this security process by providing our staff and partners with knowledge, resources, and systems to maintain the highest level of confidentiality and integrity when handling health information.

How will we use information about you?

EZEC® may use information about you to provide you with a custom experience. We may disclose information about you to others that need the information to assist you, such as first responders, emergency hospitalists, or others involved in your care. We may make your selected medical information available electronically through a protected exchange to assist with your designated treatment or resource purposes. We may also use and disclose information about you to contact you and remind you of relevant information or tell you about services available to you. We will not disclose your personal information to third parties for marketing purposes.

Authorized Representatives

EZEC® may disclose information about you to a designated family member or friend who is involved in your care. EZEC® asks people calling for you if they have permission to speak on your behalf. We document the person and may contact them back to follow up on a plan of care. If you do not want us to disclose information about you to family members or others, you must notify Customer Care.

Payments

EZEC® may provide a resource for you to connect with designers and jewelers to select pieces. Payments with EZEC® or partners are encrypted for optimal security. EZEC® may also provide information, with your permission, about your order to a distribution company to assist you with management of your selected piece.

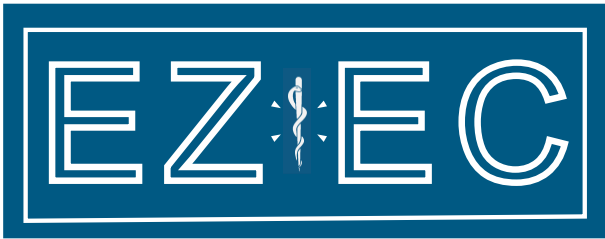
Operations

EZEC® may use and disclose information about you, if it is necessary, to improve the quality of care we provide to customers of our portable care operations. We may use non-identifying information about you to conduct quality improvement activities, to obtain audit information, to perform accounting or legal services, or to conduct business management and planning. For example, we may use your information to review our level of care and service, improve our first responder network, identify quality partner experiences, and to evaluate the performance of our staff in caring for you.

We may use your data to provide and maintain service, to address security and customer support issues, to detect, prevent, or address fraud, security, unlawful, or technical issues, as required by law, to fulfill our contracts, to improve and enhance the services, to provide analysis or valuable information for designers.

Health Oversight

EZEC® may disclose medical information to a government or oversight agency, such as the state's department of health services, or other federal agencies that oversee Medicare, or licensing agencies who govern first responders and emergency service professionals.



Legal

Federal, state, and local laws do not require patient consent to disclose information which is required to be reported. For example, we are required to report potential child abuse and neglect, or elder abuse and neglect. Public policy has determined that these types of needs outweigh the patient's right to privacy. We may also need to report customer problems with jewelry pieces to the manufacturer.

As required by law, for example, to comply with a valid subpoena or other legal process; when we believe in good faith that disclosure is necessary to protect our rights, or to protect your safety (or the safety of others), to investigate fraud, or to respond to a government request.

What does this Notice Cover?

This Notice of Privacy Practices applies to the EZEC® Corporate Office, all personnel, and all partners and first responders within our network.

What are your rights?

Right to Request Information about You

You, or your authorized representative, are entitled to access of your health information. This includes your uploaded documents and entered information. If you request a copy of your information, we may charge for the cost. We will tell you in advance what the cost will be.

Right to Request Restrictions

You have the right to request us not to use or disclose information about you for operational purposes. We are not required to agree to your

request, but if we do agree, we will comply with that agreement unless that information is necessary by law. If you want to request a restriction to your medical information, contact Customer Care.

Right to Amend Information about You

If you see information you believe is incorrect or incomplete, you may ask us to amend your record. You may submit a request with Customer Care.

Right to Request Confidential Communications

You have the right to request us to communicate with you in a way that you feel is more confidential. We will accommodate reasonable requests including alternative addresses or phone numbers. To do this, submit your request in writing to Customer Care.

Changes to this Notice

We may update this privacy policy to reflect changes to our information practices. If we make any changes, we will provide notice on this website, and we may notify you by email (sent to the e-mail address specific to your account), prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices. If you continue to use the services after those changes are in effect, you agree to the revised policy.

Do you have a Concern or Complaint?

Please tell us about any problems or concerns you may have with your privacy rights or how EZEC® uses or discloses information about you. If you have a concern, you may contact Customer Care. You can also contact your medical provider directly. We will not penalize you or take any retaliatory action against you in any way for filing a complaint.

Do you have any Questions?

EZEC® is required by law to provide this notice, and to follow the terms of this notice that is currently in effect. If you have questions about this notice, or questions about how we may disclose information about you, please contact Customer Care.