

MENDAERA, INC. PRIVACY POLICY

Last Updated: May 17th, 2024

Mendaera, Inc. (“**Mendaera**,” “**we**,” “**our**,” and/or “**us**”) values the privacy of individuals who use our websites (<https://www.mendaera.com> | <https://www.avail.io>), applications, and related services that link to this Privacy Policy (collectively, our “**Services**”). This privacy policy (the “**Privacy Policy**”) explains how we collect, use, and disclose information from users of our Services (“**Users**”), including Users of our consoles at the sites where the consoles are located (“**Console Users**”) and Users connecting to the consoles remotely (“**Remote Users**”). By using our Services, you agree to the collection, use, disclosure, and procedures this Privacy Policy describes. Beyond the Privacy Policy, your use of our Services is also subject to our Terms of Use <https://www.mendaera.com/terms-of-use/>.

Applicability of this Privacy Policy

If you are a customer of Mendaera, this Privacy Policy does not apply to personal information or other data and information that we process on your behalf as your service provider (collectively, “**Customer Data**”). We will only use Customer Data (including any personal information contained therein) to provide you with the Services, and our use of your Customer Data shall instead be governed by the terms and conditions of the separate customer agreement or terms of service that you have agreed to with Mendaera. In addition, we will only share Customer Data to our service providers as necessary to provide our customer with the Services, and our service providers will only use Customer Data in their capacity as a service provider to Mendaera.

In addition, our Services are designed for businesses and are not intended for personal, family, or household use. Except in connection with potential job applicants, we treat all personal information covered by this Privacy Policy as pertaining to individuals acting as business representatives, rather than in their personal capacity.

Information We Collect

We may collect a variety of information from or about you or your devices from various sources, as described below.

A. Information You Provide to Us

Registration and Profile Information. When you sign up for an account, register to use our Services, or sign up for notifications or updates, we ask you for your name, email address, profession, company name and business unit, industry, country of residence, and time zone. We will also collect any additional information you choose to provide. If you are a Console User, we will also receive an organizational chart from your organization, which will indicate your relationship to the organization. If you are a Remote User, we will also ask you to provide your phone number.

Communications. If you contact us directly, we may receive additional information about you such as your name, email address, phone number, profession, company name and business unit, industry, country of residence, the contents of a message or attachments that you may send to us, and other information you choose to provide. If you subscribe to our newsletter, then we will collect certain information from you, such as your email address. When we send you emails, we may track whether you open them to learn how to deliver a better customer experience and improve our Services.

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Surveys. If you choose to participate in one of our surveys, we will ask you for your name and email address. We will also collect any additional information you choose to provide when you complete the survey.

Careers. If you decide that you wish to apply for a job with us, you may submit your contact information and your resume online. We will collect the information you choose to provide on your resume, such as your education and employment experience. You may also apply through a third-party platform, such as LinkedIn. If you do so, we will collect the information you make available to us via those third-party platforms.

Scheduling Information. If you are a Remote User, we will ask you to provide information about your schedule, your therapeutic area, and the types of procedures you support in order to connect you to Console Users.

B. Information We Collect When You Use Our Services.

Device Information. We receive information about the device and software you use to access our Services, including IP address (which may provide us with your general location), web browser type, operating system version, phone carrier and manufacturer, application installations, device identifiers, mobile advertising identifiers, and push notification tokens.

Usage Information. To help us understand how you use our Services and to help us improve them, we automatically receive information about your interactions with our Services, like the pages or other content you view, and the dates and times of your visits.

Information from Cookies and Similar Technologies. We and our third-party partners collect information using cookies, pixel tags, or similar technologies. Our third-party partners, such as analytics and advertising partners, may use these technologies to collect information about your online activities over time and across different services. Cookies are small text files containing a string of alphanumeric characters. We may use both session cookies and persistent cookies. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be used by your browser on subsequent visits to our Services.

Please review your web browser's "Help" file to learn how you may modify your cookie settings. Please note that if you delete or choose not to accept cookies from the Service, you may not be able to utilize the features of the Service to their fullest potential.

Call and Text Information. We work with a third-party partner to facilitate phone calls and text messages between Console Users and Remote Users who have been connected. We receive information about these communications, such as the date, time, and duration of the calls and who participated in the calls.

C. Information We Receive from Third Parties

Information from Third-Party Services. If you choose to link our Services to a third-party account, for example to your Google calendar for scheduling purposes, we may receive information about you, such as your calendar information. If you wish to limit the information available to us, you should visit the privacy settings of your third-party accounts to learn about your options.

How We Use the Information We Collect

We use the information we collect:

- To provide, maintain, improve, and enhance our Services.

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- To personalize your experience on our Services such as by providing tailored content and recommendations.
- To understand and analyze how you use our Services and develop new products, services, features, and functionality.
- To communicate with you, provide you with updates and other information relating to our Services, provide information that you request, respond to comments and questions, and otherwise provide customer support.
- For marketing and advertising purposes, such as developing and providing promotional and advertising materials that may be relevant, valuable or otherwise of interest to you.
- To generate anonymized, aggregate data containing only de-identified, non-personal information that we may use for purposes such as internal product development and improvement purposes.
- To send you text messages and push notifications.
- To find and prevent fraud and abuse, and respond to trust and safety issues that may arise.
- For compliance purposes, including enforcing our Terms of Service or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency.
- For other purposes for which we provide specific notice at the time the information is collected.

How We Disclose the Information We Collect

Vendors and Service Providers. We may disclose any information we receive with vendors and service providers in connection with the provision of our Services.

Affiliates. We may disclose any information we receive with our affiliates for any of the purposes described in this Privacy Policy.

Third- Party App Integrations. If you connect a third-party application to our Services, for example Google Calendar for scheduling purposes, we may disclose information such as scheduling and call activity with that third party.

Marketing. We do not rent, sell, or disclose information about you with nonaffiliated companies for their direct marketing purposes unless we have your permission.

Analytics Partners. We use analytics services such as Google Analytics, HubSpot, and LinkedIn Analytics to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources. You can learn more about Google's practices by visiting <https://www.google.com/policies/privacy/partners/>.

Advertising Partners. We work with third-party advertising partners to show you ads that we think may interest you. Some of our advertising partners are members of the Network Advertising Initiative (<http://optout.networkadvertising.org>) or the Digital Advertising Alliance (<http://optout.aboutads.info>). If you do not wish to receive personalized ads, please visit their opt-out pages to learn about how you may opt out of receiving web-based personalized ads from member companies. You can access any settings offered by your mobile operating system to limit ad tracking, or you can install the AppChoices mobile app to learn more about how you may opt out of personalized ads in mobile apps.

As Required by Law and Similar Disclosures. We may access, preserve, and disclose your information if we believe doing so is required or appropriate to: (a) comply with law enforcement requests and legal process, such as a court order or subpoena; (b) respond to your requests; or (c)

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protect your, our, or others' rights, property, or safety. For the avoidance of doubt, the disclosure of your information may occur if you post any objectionable content on or through our Services.

Merger, Sale, or Other Asset Transfers. We may transfer your information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company, or we sell, liquidate, or transfer all or a portion of our assets.

Consent. We may also disclose your information with your permission.

Your Rights and Choices

Marketing Communications. You can unsubscribe from our promotional emails via the link provided in the emails. Even if you opt-out of receiving promotional messages from us, you will continue to receive administrative messages from us.

Do Not Track. There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

Third Parties

Our Services may contain links to other websites, products, or services that we do not own or operate. We are not responsible for the privacy practices of these third parties.

Please be aware that this Privacy Policy does not apply to your activities on these third-party services or any information you disclose to these third parties. We encourage you to read their privacy policies before providing any information to them.

Security

We make reasonable efforts to protect your information by using physical and electronic safeguards designed to improve the security of the information we maintain. However, because no electronic transmission or storage of information can be entirely secure, we can make no guarantees as to the security or privacy of your information.

Children's Privacy

We do not knowingly collect, maintain, or use personal information from individuals under 18 years of age, and no parts of our Services are directed to such individuals. If you learn that an individual under the age of 18 has provided us with personal information in violation of this Privacy Policy, you may alert us at support@mendaera.com.

International Visitors

Our Services are hosted in the United States and intended for visitors located within the United States. If you choose to use Services from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your information outside of those regions to the United States for storage and processing. We may also transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating our Services. By providing any information, including personal information, on or to our Services, you consent to such transfer, storage, and processing of such information.

Update Your Information or Pose a Question

You can update your account and profile information or close your account through your profile settings.

Changes to this Privacy Policy

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We will post any adjustments to the Privacy Policy on this page, and the revised version will be effective when it is posted. If we materially change the ways in which we use or disclose information previously collected from you through the Services, we will attempt to notify you through Services, by email, or other communication.

Contact Information

If you have any questions, comments, or concerns about this Privacy Policy, please email us at support@mendaera.com or write to us at Mendaera, Inc. 700 S Claremont St, Suite 200, San Mateo, CA 94402