

# Online Privacy Policy

This policy applies to the residents of the United States.

The Privacy Policy sets forth Inform Diagnostics, Inc.'s (IDX) policy and described the practices that we will follow with respect to the privacy of the information of users of this site. Should you have any questions about this policy or our practices, please send an email to [Summer.Krywucki@InformDx.com](mailto:Summer.Krywucki@InformDx.com) or write us at:

Inform Diagnostics, Inc.  
Attn: Privacy Officer  
6655 N. MacArthur Blvd.  
Irving, Texas 75039  
214-288-8700

## **HOW DOES IDX COLLECT INFORMATION ONLINE?**

**Personal Information You Submit:** IDX collects personal information that you enter into data fields on IDX websites. For example, you may submit your name, postal address, e-mail address, and/or other information in order to receive information about various subjects, register for IDX programs, contact IDX customer services, or respond to IDX surveys. To protect your privacy you should not provide IDX with any information that is not specifically requested.

**Passive Collection of Non-identified Information:** IDX websites may collect information about your visits to the IDX websites without you actively submitting such information. Non-identified information may be collected by IDX and our website using various technologies, such as cookies, Internet tags, and web beacons. Your Internet browser automatically transmits to IDX and our website some of this Non-identified information, such as the URL of the website you just visited and the browser version your computer is operating. Passive information collection technologies can make your use of IDX websites easier by allowing IDX and our website to provide better service, customize sites based on consumer preferences, learn which advertisements and features bring users to our websites, compile statistics, analyze trends, and otherwise administer and improve IDX websites.

## **UNSUBSCRIBING, REMOVING OR MODIFYING YOUR INFORMATION**

To the extent you are a registered user, to modify or view personal information you have provided to us, please login and update your profile.

In some limited circumstances, such as to resolve disputes, troubleshoot problems and enforce our rights, we may retain in our files information you have requested to remove. Further, your personal information is never completely removed from our databases due to technical constraints and the fact that we back up our systems. Therefore, you should not expect that all of your personal information will be completely removed from our databases in response to your requests.

We reserve the right to send you certain communications related to this website and/or services

that are considered part of your account, such as technical alerts, without offering you the opportunity to opt out of receiving them.

## **HIPAA**

As a key provider of services and technology to the healthcare industry, IDX has implemented policies, protocols and technologies to address the privacy and security standards, requirements and implications of the rules promulgated pursuant to the Health Insurance Portability and Accountability Act of 1996 and amendments thereto (“HIPAA”).

## **PHISHING**

Phishing is the illegal attempt to mislead people into providing personal or financial information, including credit card numbers, login IDs, passwords and Social Security numbers, via email or through fraudulent websites. The most frequent phishing attacks occur through email disguised to appear as though it came from a reputable company. Most phishing attempts urge you to update or validate your account information, typically through a link in an email directing you to a fake website that appears to be legitimate.

Do not provide your personal, health or financial information in response to an email request or after clicking on a link from an email. The Company does not ask for this type of information through an email communication.

To help protect your computer and personal information, make sure you have current anti-virus and firewall software installed on your computer and update such software on a regular basis. Also, please review your credit card statements carefully and verify that all transactions are authorized and report any discrepancies immediately to your credit card company.

To learn more about phishing scams, you may wish to visit [www.antiphishing.org](http://www.antiphishing.org) or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

Some sections of this website may require you to set up a user ID and password. We recommend that you do not divulge your password to anyone. The Company will never ask you for your password in an unsolicited telephone call or email. If you suspect you have received a fraudulent email from the Company or any of its affiliates, please contact us immediately at <https://www.informdx.com/Contact-Us.aspx>.

## **HOW WE USE PERSONAL INFORMATION THAT WE COLLECT ONLINE**

### **Internal Uses**

We may use your personal information within IDX: 1) to provide you with the services that have been ordered and/or requested by your healthcare provider acting on your behalf; (2) to answer questions about our services; billing, payment methods or use of website; (3) to process or collect payments for our services. Per your request, we may contact you to resolve billing issues or to reply to your request for other documentation.

### **Disclosure of Personal Information to Third Parties**

We will not disclose any personal information to any third party (excluding our contactors to whom we may provide such information for the limited purpose of providing services to us and

who are obligated to keep the information confidential), unless (1) you have authorized us to do so; (2) we are legally required to do so, for example, in response to a subpoena, court order or other legal process and/or, (3) it is necessary to protect our property rights related to this website. We also may share necessary aggregate, non-personal information about website usage with unaffiliated third parties. This aggregate information does not contain any personal information about our users.

## **HOW WE PROTECT INFORMATION ONLINE**

We exercise great care to try and protect your personal information. Our effort include, but are not limited to, using industry standard techniques such as firewalls, encryption, and intrusion detection. As a result, while we strive to protect your personal information, we cannot ensure and warrant the security of any information you transmit to us or receive from us. This is especially true for information you transmit to us via email. We have no viable way of protecting e-mail information until it reaches us since email generally does not have the security features that are built into our websites.

In addition, we appropriately limit IDX's employees and contractors' access to personal customer information. Only those employees and contractors with a business reason to know, have access to this information. We educate our employees about the importance of maintaining confidentiality of customer information.

We review our security arrangements from time to time as we deem appropriate.

## **HOW CAN YOU HELP PROTECT YOUR INFORMATION?**

If you are using an IDX website for which our registered and choose a password, we recommend that you do not divulge your password to anyone. We will never ask you for your password in an unsolicited phone call or in an unsolicited email. Also remember to sign out of the IDX website and close your browser window when you have finished your work. This is to ensure that others cannot access your personal information and correspondence if others have access to your computer.

## **LINKS TO OTHER SITES**

We want to provide site visitors valuable information, services and products. Featured programs and other site content within the IDX site may link our users to third party sites. IDX does not control and is not responsible for practices of any third-party websites.

## **NON-DISCRIMINATION NOTICE**

Inform Diagnostics, Inc. and its subsidiaries complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. IDX does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**Form(s):** None

**Contact:**

Dana Simonds, Chief Compliance Officer

Summer Krywucki, Privacy Officer

**Policy History:** Initial effective date: March 19, 2019