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## PRIVACY NOTICE

The myCAIRE Software Application provides you and your health care provider with information related to the functionality of your oxygen therapy device. This Privacy Notice is meant to help you understand our privacy practices when you use myCAIRE, including what data we collect, why we collect it, and what we do with it, what information we share and with whom, how we protect your information, as well as your individual rights.

1. myCAIRE uses personal data generated by your oxygen therapy device(s) ("Device") and/or processed or collected by or through the myCAIRE mobile application or web based services ("App"). This Privacy Notice applies to personal data generated by your Device and/or collected or processed by the App, which is controlled by or under the control of CAIRE Inc. and its affiliates ("CAIRE", "our", "we" or "us"). Please also read our Cookie Notice (which can be found when you access the App) and Terms of Use, which describes the terms under which you use our Services.
2. What Personal Data are collected and for which Purposes. We receive or collect personal data, as described in detail below, when you use the App, including when you connect your Device or access, download, install the App, or use the App. We may use this personal data to provide you services requested by you as a contractual necessity, to operate, provide, improve, customize, support, and market our services based on our legitimate business interest, or to comply with a legal obligation to which we may be subject. If you do not want us to collect and process your personal data, you may not be able to use the App.
3. Sensitive Personal Data. The App will collect sensitive personal data generated by your Device supplier or other health care provider, as well as data generated by your use of the Device. This data includes how long you use the Device, your prescription information, device settings and periodic breathing rate from the Device. By linking your device with the App via the activation code provided by your home care provider, you consent to share the device data collected by the App with your home care provider. CAIRE may offer certain Services to you based on your relationship with health care providers, insurance companies, or other entities with an interest in your health. You may withdraw your consent(s) at any time, without affecting the lawfulness of processing based on consent before withdrawing your consent. We ask that you not send us and you not disclose any sensitive personal data (e.g., social security numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership) on or through the App or otherwise to us.
4. Account Data. We collect your personal data when you create an account. The personal data we collect to establish your login include your username, phone number, email address, device serial number, country and the password you set. The personal data collected is used to create and manage your account. You can use your account to securely log in to the App.
5. Data Provided by You. The data you enter into the App includes configuring the view/parameter of the data displayed, for example what days you would like to view. You can also document your preferences related to the type of transactional communications (push, email or text messages) that you wish to receive from the App. The data collected is used to provide you and your health care provider with a view of your usage of the Device and to monitor the Device functions.
6. Device Data. You can enable your device to upload data to the App and/or data can be provided by your provider. The data collected by the device includes information related to your use of the device, such as when you started using the device, the hours of use, and device event information such as crashes, system activity, and hardware settings.
7. Cookies. We use cookies, tags or similar technologies to maintain the user session and your access to the site. They also allow us to recognize your mobile device and collect your personal data including your unique user Device number, the IP address of your mobile device, the type of mobile internet browser or operating system you use, session and usage data, or service-related performance information, which is

information about your use of the App. The data collected is used to provide you with the App's functions. You may also set your browser to block all cookies, including cookies associated with our Services, or to indicate when a cookie is being set by us. However, it's important to remember that many of our Services may not function properly if your cookies are disabled. For further information about the use of cookies or other similar technologies used in this App, please read our Cookie Notice, which you find under the privacy setting of the App.

8. Customer support. You may provide us with information related to your use of the App, including your interaction with CAIRE, and how to contact you so we can provide you customer support. We operate and provide our Services, including providing customer support, and improving, fixing, and customizing our Services. We also use your information to respond to you when you contact us.
9. Combined Data. We may combine and use de-identified data to help us improve the content, functionality and usability of the App, your Device, our products and services and to develop new products and services. We may combine the information collected from you and share it with our affiliates and with trusted third parties.
10. Permissions. The App may request your permission to access your phone or sensors (e.g. camera, Wi-Fi, geo-location or Bluetooth) or other data on your mobile device. We use such data only when it is needed to provide you the App and only after you provided your explicit consent. Sometimes the permission is a technical precondition of the operating systems of your mobile device. In such case, the App may ask your permission to access such sensors or data, however we will not collect such data, unless when it is required to provide you the App Service and only after you provided consent.
11. With whom are Personal Data shared? We value your data privacy. We do not sell your information to any third parties and all information disclosed is the minimum amount necessary to fulfill the legitimate business purposes of myCAIRE. We do not share personal information with companies, organizations and individuals outside of myCAIRE except in the following circumstances: (1) with your consent, (2) with your health care provider and any clinics or organized healthcare organizations with whom they are associated, (3) in accordance with this Privacy Notice and/or applicable law, with third party service providers, business partners, or other third parties who perform various functions on our behalf and who have agreed in writing to safeguard your data in accordance with applicable law.. We may also disclose your personal data to your caregiver(s) whom you have provided with access to your account.
12. Service Providers. We work with third-party service providers to help us operate, provide, improve, understand, customize, support, and market our Services. We may share your personal data with the following service providers: IT and Cloud Providers which deliver the necessary hardware, software, networking, storage, transactional services and/or related technology required to run the App or provide the Services. We require our service providers to provide an adequate level of protection to your personal data similar to the level that we provide. We require our service providers to process your personal data only in accordance with our instructions and only for the specific purposes mentioned above, to have access to the minimum amount of data they need to deliver a specific service, and to protect the security of your personal data.
13. Merger, Acquisition or Asset Sale. We may sometimes sell a business or a part of a business to another company. Such a transfer of ownership could include the transfer of your personal data directly related to that business, to the purchasing company. If myCAIRE is involved in such a transfer, we will continue to ensure the confidentiality of any Personal Information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy. All of our rights and obligations under our Privacy Notice are freely assignable by us to any of our affiliates, in connection with a merger, acquisition, restructuring, or sale of assets, or by operation of law or otherwise, and we may transfer your personal data to any of our affiliates, successor entities, or new owner.
14. Cross-border transfer. Your personal data may be stored and processed in any country where we have facilities or in which we engage service providers, and by using the Services you consent to the transfer (if any) of information to countries outside of your country of residence, which may have data protection rules that are different from those of your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your personal data. If you are located in the EEA, your personal data may be transferred to our affiliates or service providers

in non-EEA countries that are recognized by the European Commission as providing an adequate level of data protection according to EEA standards. For transfers from the EEA to countries not considered adequate by the European Commission, such as United States, we have put in place adequate measures, such as our Binding Corporate Rules for Customer, Supplier and Business Partner Data and/or standard contractual clauses adopted by the European Commission to protect your Personal Data.

15. How long do we keep your data? We will retain your personal data for as long as needed or permitted in light of the purpose(s) for which the data is collected. The criteria we use to determine our retention periods include: (i) the length of time you use the App and Services; (ii) whether there is a legal obligation to which we are subject; or (iii) whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).
16. Your choices and rights. If you would like to submit a request to access, rectify, erase, restrict or object to the processing of personal data that you have previously provided to us, or if you would like to submit a request to receive an electronic copy of your personal data for purposes of transmitting it to another company (to the extent this right to data portability is provided to you by applicable law), you may contact us at [privacy@caireinc.com](mailto:privacy@caireinc.com). We will respond to your request consistent with applicable law. In your request, please make clear what personal data you would like to access, rectify, erase, restrict or object to its processing. We will erase or otherwise restrict the processing of your personal data to the extent that we do not have to keep that information for legitimate business or legal purposes. We aim to maintain our Services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our Services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems. For your protection, we may only implement requests with respect to the personal data associated with your account, your email address or other account information, that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable. Please note that if you make use of (some of) your choices and rights, you may not be able to use, in whole or in part, the App anymore.
17. We protect your personal data. We take seriously our duty to protect the data you entrust to CAIRE against accidental or unauthorized alteration, loss, misuse, disclosure or access. CAIRE uses a variety of security technologies, technical and organizational measures to help protect your data. For this purpose we implement, among others, access controls, use firewalls and secure protocols. We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems. We restrict access to personal information to CAIRE employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.
18. Special information for parents. While the Services are not directed to or intended for use children, as defined under applicable law, it is CAIRE policy to comply with the law when it requires parent or guardian permission before collecting, using or disclosing personal data of children. We will not intentionally collect any personal information from children under the age of 18. We are committed to protecting the privacy needs of children and we strongly encourage parents and guardians to take an active role in their children's online activities and interests. If a parent or guardian becomes aware that his or her child has provided us with his or her personal data without their consent, please contact us at [privacy@caireinc.com](mailto:privacy@caireinc.com). If we become aware that a child has provided us with personal data, we will delete his/her data from our files.
19. Local specific information: Your California Privacy Rights (US Only). California Civil Code Section 1798.83 permits our customers who are California residents to request and obtain from us once a year, free of charge, information about the personal information (if any) we disclosed to third parties for direct marketing purposes in the preceding calendar year. If applicable, this information would include a list of the categories of personal information that was shared and the names and addresses of all third parties with which we shared information in the immediately preceding calendar year. CAIRE is not required to provide the above-described lists if it adopts and discloses its policy of not disclosing personal information to third parties for their direct marketing purposes unless the customer first affirmatively agrees to the disclosure. We do not share information with third parties for their direct marketing purposes unless you affirmatively agree to such

disclosure — typically by opting-in to receive information from a third party. If you are a California resident and like to make such a request, please contact us at [privacy@caireinc.com](mailto:privacy@caireinc.com).

20. Changes to this Privacy Notice. Our Services may change from time to time without prior notice to you. For this reason, we reserve the right to amend or update this Privacy Notice from time to time. This Privacy Policy is not intended to and does not create any contractual or other legal rights in or on behalf of any party. When we update this Privacy Notice, we will also update the date at the top of this Privacy Notice. We encourage you to review regularly the latest version of this Privacy Notice. The new Privacy Notice will become effective immediately upon publication. If you do not agree to the revised notice, you should alter your preferences, or consider terminating our Services. By continuing to access or make use of our Services after those changes become effective, you acknowledge that you have been informed and agree to the Privacy Notice as amended.
21. Contact Us. If you have any questions, complaints or concerns with respect to this Privacy Notice or the way that CAIRE Inc. uses your data, please contact CAIRE Inc., 2200 Airport Industrial Dr., Ste. 500, Ball Ground, GA 30107. 1 (770) 721-7700. [privacy@caireinc.com](mailto:privacy@caireinc.com).