



## FollowThatPatient' Privacy Policy

Effective Date: June 15th, 2018

### Welcome to FollowThatPatient's Privacy Policy!

We care deeply about the privacy of our visitors and users and are fully committed to protect their personal information and use it properly in compliance with data privacy laws. This policy describes how we may collect and use personal information, and the rights and choices available to our visitors and users regarding such information.

We strongly urge you to read this policy and make sure you fully understand it, before you access or use any of our services.

### What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; computer and connection information and donation history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, recommendations, and personal profile.

### How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

### Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non personal Information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

### **How do we store, use, share and disclose our site visitors personal information?**

Our company is hosted on the Authorize.net platform. Authorize.net provides us with the online platform that allows us to communicate with you. Your data may be stored through Authorize.net's data storage, databases, and the general Authorize.net applications. They store your data on secure servers behind a firewall. All direct payment gateways offered by Authorize.net and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers. To find out more about how Authorize.net uses and stores your personal information, [please read here](#).

We use MailChimp to manage email lists we use to distribute the FollowThatPatient newsletter and other communications with visitors to the website that sign up to receive our newsletter. We provide MailChimp with certain contact information or other Personal Information about you such as your name, email address, address or telephone number. You may have the opportunity to update some of this information by electing to update or manage your preferences via newsletters and emails you receive from FollowThatPatient. MailChimp may collect information about your device and interaction with an email. They use cookies and other tracking technologies to collect some of this information. To find out more about how MailChimp uses and stores your personal information, [please read here](#).

We use Google Analytics to understand how visitors use our website. To read how Google uses and stores your personal data, [please read here](#).

### **How do we communicate with our site visitors?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, text messages, and postal mail.

### **How do we use cookies and other tracking tools?**

Cookies are implemented on the FollowThatPatient website. Take a look at the table below to view which cookies we implement on our website:

Name	Lifespan	Purpose
AWSALB	Session	Identification for AWS Elastic Load Balancer
ftpSessions	Session	Identify logged in site members

**How can you withdraw your consent?**

If you don't want us to process your data anymore, please contact us at [support@followthatpatient.com](mailto:support@followthatpatient.com) or send us mail to: 24955 Pacific Coast Highway, Suite C203, Malibu, CA 90265. If you would like to opt out of receiving our emails, you can easily unsubscribe at any time by clicking on the link at the bottom of every email.

**Privacy Policy Updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

**Questions and your contact information**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [support@followthatpatient.com](mailto:support@followthatpatient.com) or send us mail to: 24955 Pacific Coast Highway, Suite C203, Malibu, CA 90265.