

React Health Connect™ Privacy Policy

Version 1.0

Last modified: Apr 2025

Introduction

3B Medial, Inc., d/b/a Reach Health ("**React Health**" or "**We**") respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes the types of information we may collect from you or that you may provide when you visit our React Health Connect portal at <https://portal.reacthealth.com> (our "**Site**") and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this Site.
- In email, text, and other electronic messages between you and this Site.
- Through our mobile applications.

It **does not apply** to information collected by:

- Us offline (unless we expressly indicate otherwise) or through any other means, including on any other website operated by React Health or any third party (including our affiliates and subsidiaries); or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or through the Site.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Site. By accessing or using this Site, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Site after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Our React Health Connect Portal and Platform

This Site is our React Health Connect Portal, a cloud-based data-sharing platform designed to enhance the management of sleep and respiratory therapy devices. Our platform serves the needs of physicians and DME/HME providers offering a centralized system to receive and analyze patient and device data. Users can tailor data views to suit specific clinical or operational requirements, facilitating more personalized care. The platform integrates data from various sources, including wireless uploads, SD cards, and QR+ codes, ensuring comprehensive patient information is accessible in one location.

React Health Connect™ utilizes an intuitive design with superior graphics, streamlining navigation and improving the user experience. The system offers robust reporting capabilities, enabling users to generate detailed reports that support informed decision-making. Prioritizing patient confidentiality, the platform incorporates advanced security measures to protect sensitive health information. Users can perform in-depth searches within the platform, allowing for efficient data retrieval and analysis.

Children Under the Age of 18

Our Site is not intended for children under 18 years of age. No one under age 18 may provide any information to or on the Site. We do not knowingly collect personal information from children under 18. If you are under 18, do not use or provide any information on this Site or on or through any of its features. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at:

5475 Rings Road, Suite 500
Dublin, OH 43017

info@reacthealth.com

(863) 226-6285

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Site, including information:

- By which you may be personally identified, such as name, postal address, email address, and telephone number ("**personal information**");
- That is about you but individually does not identify you; and/or
- About your internet connection, the equipment you use to access our Site, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
 - From third parties, for example, our business partners. This may include specify types of data, e.g., demographic information, purchase history, In addition to the purposes set forth elsewhere in this Policy, this information is collected and used to

provide and improve our services, to personalize your experience, to communicate with you, to analyze usage patterns, and to comply with legal obligations.

Information You Provide to Us.

The information we collect on or through our Site may include:

- Information that you provide by filling in forms on our Site. This includes information provided at the time of registering to use our Site, subscribing to our service, or requesting further services. We may also ask you for information when you report a problem with our Site. We limit our collection of personal information to what is necessary for these stated purposes.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Site.

Information We Collect Through Automatic Data Collection Technologies.

As you navigate through and interact with our Site, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Site, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Site.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically may include personal information, or we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Site and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Site according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Site.
- **Cookies (or browser cookies).** Cookies help us track how you and other users use our Site. A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser.

However, if you select this setting, you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site. For information about managing your privacy and security settings for cookies, see Choices About How We Use and Disclose Your Information.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Site and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account, including expiration and renewal notices.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Site or any products or services we offer or provide through it.
- To allow you to participate in interactive features on our Site.
- To improve our Site and develop new features and services.
- To analyze trends and gather demographic information about our users.
- To prevent fraud and enhance the security of our Site.
- To comply with our legal and regulatory obligations.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

We may also use your information to contact you about our own and third-parties' goods and services that may be of interest to you. For more information, see Choices About How We Use and Disclose Your Information.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

Data Retention. We retain your personal information for so long as it is needed for our legitimate business purposes and required or permitted under applicable law.

Disclosure of Your Information

We will not sell any personal information you provide to us.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect, or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us about our Site users is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, subpoena, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our [Terms of Use](#) and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of React Health, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- **Promotional Offers from React Health.** If you do not wish to have your contact information used by the React Health to promote our own or third parties' products or services, you can opt out by checking the relevant box located on the form on which we collect your data (the order/registration form) or by clicking the unsubscribe link in our marketing communications or by sending us an email stating your request to info@reacthealth.com. If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt out does not apply to information provided to React Health as a result of a product purchase, warranty registration, product service experience, or other transactions.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's [website](#).

Residents of certain states, such as California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Tennessee, Texas, Utah, and Virginia, may have additional personal information rights and choices. Please see [Your State Privacy Rights](#) for more information.

Accessing and Correcting Your Information

Contact the person in your organization responsible for administering this Site if you have questions about your personal information. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Residents of certain states, such as California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Tennessee, Texas, Utah, and Virginia, may have additional personal information rights and choices. Please see [Your State Privacy Rights](#) for more information.

We will not charge a fee for you to exercise your rights, except in specific circumstances as allowed by law, such as when requests are manifestly unfounded or excessive.

Your State Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information. California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon,

Tennessee, Texas, Utah, and Virginia provide (now or in the future) their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose.
- Data portability.
- Opt-out of personal data processing for:
 - targeted advertising;
 - sales; or
 - profiling in furtherance of decisions that produce legal or similarly significant effects (excluding Iowa and Utah).
- Either limit (opt-out of) or require consent to process sensitive personal data. We may obtain your consent through various user interactions, including but not limited to clicking a button, checking a box, or other clear affirmative actions that indicate your agreement to the processing of your personal data.

The exact scope of these rights may vary by state. To exercise any of these rights please [Contact us](#). You may also [Contact us](#) to appeal a decision regarding a consumer rights request. More information about state privacy laws can be found at the [US State Privacy Legislation Tracker](#) available on website operated by the [International Association of Privacy Professionals \(IAPP\)](#). (We are not responsible for content found on the IAPP website or any other third-party websites.)

Canadian Residents

For Canadian users, React Health complies with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy laws, including British Columbia's Personal Information Protection Act, Alberta's Personal Information Protection Act, and Québec's Act Respecting the Protection of Personal Information in the Private Sector (Law 25). Canadian residents have specific rights regarding their personal data as outlined in these laws. We will obtain explicit consent before collecting, using, or disclosing sensitive personal information, such as health data, unless an exception under applicable law applies. You may withdraw consent at any time by contacting us.

Personal information collected from Canadian users may be stored and processed in the United States or other jurisdictions where we operate. We take reasonable steps to ensure that your data remains protected in compliance with Canadian privacy laws. By using our Site, you consent to the transfer of your personal information outside of Canada. We retain personal

information for as long as necessary to fulfill the purposes for which it was collected, as required by law. Canadian users may request deletion of their personal information by contacting us at info@reacthealth.com, subject to legal and regulatory obligations.

React Health has designated a Privacy Officer responsible for ensuring compliance with Canadian privacy laws. If you have any concerns about your personal information, please contact our Privacy Officer at compliance@reacthealth.com. In compliance with Québec's Law 25, we conduct Privacy Impact Assessments (PIAs) for activities that involve processing sensitive personal information. We take all reasonable measures to ensure the security and confidentiality of data processed through our platform.

If you are a resident of Canada, you have the right to access and request correction of your personal information, withdraw consent for data collection, and request information about how your data is being used. To exercise these rights, please contact us at info@reacthealth.com. If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of Canada.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Site like message boards. The information you share in public areas may be viewed by any user of the Site.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Site. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Site.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Site home page. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Site home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Site and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, to exercise your privacy rights, or to report a privacy concern, please use [Contact us](#) page or contact us at:

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