



## Privacy Policy

Effective date: July 1, 2021

We believe that protecting the personal information relating to our employees, candidates, visitors, customers, and partners is our number one priority.

i2i will not sell your personal information. Our business is delivering industry-leading support, services, and solutions to create a better healthcare system.

We only collect and store the personal information we need to provide our services.

### Scope and Overview

This Privacy Policy ("Policy") applies to the i2ipophealth.com website, the i2i services, and all other sites owned by i2i Systems, Inc., and its subsidiaries (collectively, "i2i," "we," "our," or "us"). For ease of use, when we refer to "Site" or "Sites," we mean any and all of the i2i owned sites where this Policy is posted.

This Policy does not apply to any information that you may provide directly to third parties including via links appearing on the Site.

By accessing this Site, you are giving i2i your consent to collect, use, and disclose your information as described in this Policy.

### How We Collect Personal Information

**Self-Provided Information.** In order to provide our services to you, i2i may collect personal information directly from you. We collect information you provide when you interact with the Site and apply or inquire about job opportunities. If you send us proposals or personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Site, we may collect and store such information.

**Automatically Collected Information.** i2i automatically collects certain technical information when you access the Site, including your IP address, browser type, operating system, the type of device you are using, and the device identifier. i2i, and its affiliates, suppliers, and service providers, also use technologies such as cookies, tags, and scripts in order to gather information regarding your use of the

Site. This allows us to analyze trends, administer the Site, and gather demographic information about our user base as a whole. Some features of the Site may only be available through the use of a cookie. You are always free to decline cookies if your browser permits, although in that case you may not be able to use certain features of the Site.

## Use of Personal Information

We use the information we collect to respond to your requests, protect the security or integrity of our Site, improve our marketing and promotional efforts, statistically analyze Site usage, improve our content product offerings, and customize our Site's content, layout, and services.

The personal information we collect may be used for one or more of the following business purposes:

1. Delivering our products and services, including maintaining or servicing accounts, providing customer service, processing transactions, verifying customer information, or providing other healthcare related services.
2. To fulfill or meet the reason for which the information is provided.
3. To provide you with information about i2i's products and services.
4. To provide you with email alerts, event registrations and other notices concerning our products or services, or events or news, that may be of interest to you.
5. To improve our website and present its contents to you.
6. For testing, research, analysis, and product development.
7. To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
8. To evaluate or conduct 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 is among the assets transferred.

If you are a Business Partner of i2i ("Partner"), we may additionally use your information for the following purposes:

1. Business operations, such as managing the company's assets.
2. Allocating human resources.
3. Safeguarding IT infrastructure, equipment, and other i2i property.
4. Preventing and managing security incidents.
5. Issuing equity awards.

6. Administering occupational health and safety initiatives.
7. Authenticating worker status to authorize access to i2i resources and facilities.
8. Selecting and managing contractors, vendors, and suppliers.
9. Maintaining business records, compiling audit trails, and implementing other reporting tools.
10. Contacting personnel and others in case of emergency.
11. Other general administrative and operational tasks.

If you are a job applicant, we may use the information you provide to us in connection with the job application or inquiry, such as information contained on a resume or a curriculum vitae, throughout i2i for the purpose of employment consideration or responding to your inquiry. We may keep your information on file for future consideration.

## Sharing Personal Information

We do not sell, rent, or lease your personal information. We may use service providers to operate our Site and provide our services. We may disclose information to law enforcement, regulatory authorities, or other third parties under certain circumstances, such as to comply with a subpoena or similar legal process, or to comply with government reporting obligations. In certain situations, we may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. We may also disclose information in accordance with the law when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others; or to detect, prevent, or respond to fraud, intellectual property infringement, violations of this Privacy Policy, violations of law, or other misuse of our Site.

We may transfer your personal information as part of a sale or transfer of all or a relevant portion of our business or assets. In such event, we will use commercially reasonable efforts to help ensure that your personal information will be subject to appropriate privacy protections, in accordance with applicable privacy law.

## How to access the Personal Information we have about you:

**If you are a California resident**, the CCPA provides you with specific rights regarding your personal information:

- **The right to access data:** you have the right to request that we disclose certain information to you about our collection and use of your Personal Information over the past 12 months. Once we receive and confirm your verifiable Consumer request, we will disclose to you: (a) The categories of Personal Information we collected about you; (b) The categories of sources for the Personal Information we collected about you; (c) Our business purposes for collecting or selling that Personal Information; (d) The categories of Personal Information that we disclosed for a business purpose, and the categories of third parties to whom we disclosed that particular category of Personal Information; (e) The specific pieces of Personal Information we collected about you

(also called a data portability request); (f) If we disclosed your Personal Information for a business purpose, we will provide you with a list which will identify the Personal Information categories that each category of recipient obtained.

- **The right to deletion:** you have the right to require us to erase certain Personal Information. This right is not absolute. We may reject your request in some circumstances, including where we must retain the Personal Information in order to comply with legal obligations or defend against legal claims, perform a contract between you and us, detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for that activity, debug to identify and repair errors that impair existing intended functionality, to enable solely internal uses that are reasonably aligned with your expectations based on our relationship with you, etc. Upon confirmation of your request, we will delete (and direct our service providers to delete) your Personal Information from our records.
- **The Right to Non-Discrimination:** you have the right not to be discriminated against for having exercised your rights under the applicable laws. In particular, we may not deny the Consumer goods or services; or charge the Consumer different prices for goods or services, whether through denying benefits or imposing penalties; or provide or suggest the Consumer with a different level or quality of goods or services to the Consumer.

You may exercise the above rights in relation to your Personal Information by sending a request to [i2icompliance@i2ipophealth.com](mailto:i2icompliance@i2ipophealth.com) or calling (615) 561-1190.

Only you or a person authorized to act on your behalf can make a request related to your Personal Information. We cannot respond to your request or provide you with the requested Personal Information if we cannot verify your identity or authority to make the request and confirm your Personal Information. We will only use the Personal Information provided in your request to verify your identity or authority to make the request.

We endeavor to respond to a verifiable Consumer request within 45 days of its receipt. If we require more time, up to additional 45 days, we will inform you of the reason and extension period in writing. Any disclosures that we provide will only cover the 12-month period preceding receipt of your request. You can make a request for access only twice within a 12-months period.

We do not charge a fee to process or respond to your request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will inform you of the reasons for such a decision and provide you with a cost estimate before further processing your request.

## How Long i2i Retains Your Personal Information

We may retain your personal information for as long as needed for the purpose(s) for which it was collected and consistent with applicable law, to comply with our legal obligations, to resolve disputes, and to enforce our agreements. Please be aware that it is not always possible to completely remove or delete all of your personal information from our systems due to backups or technical constraints.

## Cookies

We and our service providers use technologies such as cookies, beacons, tags, and scripts in order to gather information about your use of the Site. This includes information such as page views, which URL you just came from (whether on our Site or not), and which URL you go to next (whether on our Site or not). This allows us to analyze trends, administer the Site, and gather demographic information about our user base as a whole.

We partner with third parties to manage our advertising on other websites. These third parties may use cookies or similar technologies to collect information about your online activities over time and across different websites in order to provide you with advertising based upon your browsing activities and interests. This Policy does not cover the collection methods or use of the information collected by these third parties. If you choose to block cookies, you may not be able to use the full functionality of our Site.

## Do Not Track

Some browsers may transmit “do-not-track” signals to the Site when you visit us online. Our Sites do not currently respond to “do-not-track” signals.

## Children’s Privacy

iZi’s Sites are not intended to be used by children. We do not knowingly collect personal information from children under the age of 13.

## Social Media Widgets

Our Site may include social media features, such as the Twitter™ button, or interactive mini programs that run on our Site. These features may collect your IP address and which page you are visiting on our Site. They may also set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these features are governed by the privacy policy of the company providing it.

## Changes to this Privacy Policy

We reserve the right to change this Policy at any time without prior notice. If we update this Policy, we will notify you by posting a new version on this page. Please check here regularly to learn of any changes. When we make material changes to this Policy, we will take reasonable efforts to provide notice to you, such as displaying a banner on our Site. We encourage you to periodically review this page for the latest information on our privacy practices.

## Opt-Out of Marketing Communications

We may use the contact information we collect from you to contact you regarding administrative notices, new product offerings, and communications relevant to your use of our Site, to the extent permitted by applicable law. In some cases, we may use your information to inform you of new services, promotions,

and other matters targeted to your interests. You may choose to stop receiving our marketing emails by following the unsubscribe instructions included in these emails.

## How to Contact Us

If you have any questions or complaints regarding this Policy, please contact us at:

**Mail:** I2i Systems, Inc.  
377 Riverside Drive, Suite 300  
Franklin, TN 37064  
**Phone:** (615) 561-1190  
**Email:** [i2icompliance@i2ipophealth.com](mailto:i2icompliance@i2ipophealth.com)

## International Users

i2i and its affiliated companies are based in the United States. Our services and the Site are not targeted at individuals outside the United States. If you are visiting the Site from outside the United States and provided us with personal information, please note that your information may be accessed or transferred, stored, and processed by i2i or its affiliated companies in the United States. The data protection or privacy laws in the United States may be different than those in your country. By accessing the Site or i2i's Services, you acknowledge and agree that such information will be stored and processed in accordance with this privacy policy and the laws of the United States.