

Privacy Policy

Effective Date: September 23, 2024

This Privacy Policy describes how CVS Healthspire Payor & Life Sciences LLC ("CVS Life Sciences Solutions[®]," "CVS Healthspire Life Sciences Solutions[®]," "we" or "us") may collect information about you through your interactions with us on our websites and mobile applications (collectively, the "Services"). By using the Services, you agree to the terms of this Privacy Policy. If you have any questions or concerns about this Privacy Policy, or about the way your information is collected and used, please contact us via email at eConsentSupport@cvshealth.com.

This Privacy Policy does not govern any other website, app, or online service operated by CVS or any of its affiliates.

To the extent that information collected through the Services is member or patient information protected under the Health Insurance Portability and Accountability Act (HIPAA), please consult the "Notice of Privacy Practices" provided for those services and not this Privacy Policy.

Please visit our Privacy Center at

<https://www.cvshealth.com/privacy-center.html> to view our other CVS Health notice of privacy practices. If you have questions about which policy applies to information you have provided, please do not hesitate to contact us via email at PrivacyOffice@cvshealth.com.

We may change this Privacy Policy. The "Effective Date" legend at the top of this page indicates when this Privacy Policy was last revised. Any changes will become effective when we post the revised Privacy Policy on the Services. Your use of the Services following these changes means that you accept the revised Privacy Policy.

Who May Use the Services

We do not knowingly collect personal information online from any person we know to be under the age of 13 and instruct users under 13 not to send us any information to or through the online Services without their parents' consent.

The online Services are designed for users from, and are controlled and operated by us from, the United States. By using the Services, you consent to the transfer of your information to the United States or storage of your information in the United States, which may have different data protection rules than those of your country.

The Personal Information We Collect

We want you to understand how personal information you provide to us is collected and used. Personal information is any information that we can use to identify, locate, or contact you. We may collect and store your personal information when you provide it to us or to our service providers. Some examples of personal information we collect and when we collect it include:

- **Registration:** We may collect your personal information such as name, date of birth, email address, and phone number when you register on the Services.
- **Contact Information:** We may collect personal information from users of the Services who are interested in participating in a research study and/or in receiving information and other notifications about a research study.
- **Device Information:** We may automatically collect certain personal device information such as device locale, cellular carrier, device manufacturer and device model for purposes of diagnosing problems and to ensure services function properly. This may also include general location information from your browser or device, which we use for internal purposes only. We may also collect personal information you provide us or make available to us via connected health devices (e.g., smart watches, health apps).
- **Eligibility:** We may use your personal information to confirm eligibility for the Services or to confirm eligibility for a research study.
- **Interaction Information:** We may collect your personal information during your interactions with our websites or mobile sites, mobile applications, Wi-Fi, and other online services or by way of applications, computer and mobile device information and push notification services you request.

- **Other information that you voluntarily provide through your use of the Services:** This may include information you provide us regarding your health, symptoms, and quality of life. This information may be collected through surveys, questionnaires, wearable data, health diaries or symptom trackers.

If you choose not to provide your personal information to us, we may not be able to provide you with requested products, services, or information.

If you submit any personal information relating to other people in connection with the Services, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Policy.

We may combine the information collected from you through the Services with information we receive from and about you from other online and offline sources and use the combined information in accordance with this Privacy Policy. Our goal is to offer you content, information, products, and services that are most likely to appeal to you.

Use and Disclosure of Personal Information

We may use and disclose your personal information to provide you with the Services and for our business purposes, which includes but is not limited to:

- Facilitating login
- Engaging in research related activities, such as screening questions and obtaining your informed consent and authorization to further use personal information
- Communicating with you and/or to provide you with study-related devices or materials
- Providing and coordinating the treatment and services you receive related to a clinical trial
- Performing data analysis, audits, fraud monitoring and prevention
- Developing our Services and new products and services
- Determining the effectiveness of our educational, awareness or promotional campaigns
- Operating and expanding our business activities
- Other purposes for which you provide consent

If CVS Life Sciences Solutions or some or all our business, assets or stock are sold or transferred (including in connection with any bankruptcy or similar proceedings) or used as security, or to the extent we engage in business negotiations with third parties, personal information may be transferred to or shared with third parties as part of any such transaction or negotiation.

CVS Life Sciences Solutions does not sell your personal information. No mobile information will be shared with third parties or our affiliates for the purpose of cross-context behavioral advertising or Marketing purposes. For the purposes of this Privacy Policy, "Marketing" refers to any arrangement that results in the disclosure of personal information from one entity to another, in exchange for direct or indirect remuneration, for the other entity or its affiliate to make a communication about its own product or service that encourages recipients of the communication to purchase or use that product or service.

We may disclose personal information to our service providers or our affiliates, who provide services such as website hosting, data analysis, payment processing, order fulfilment, information technology and related infrastructure provision, customer service, email delivery, auditing, and other services.

We may disclose your personal information to law enforcement officials as permitted or required by law. In matters involving claims of personal or public safety or in litigation where the information is pertinent (including to allow us to pursue available remedies or limit the damages that we may sustain), we may use or disclose personal information, including without court process. We may also use or disclose personal information to enforce our terms and conditions, to protect our operations or those of any of our affiliates, or to protect our rights, privacy, safety or property and/or that of our affiliates, you, or others.

We may use and disclose personal information to investigate security breaches or otherwise cooperate with authorities pursuant to a legal matter.

We may use and disclose information that does not directly identify you (including the information described under "Cookies and Other Technologies," below) for any purpose, except to the extent limited by

applicable law. If we are required to treat such information as personal information under applicable law, then we may use it for all the purposes for which we use and disclose personal information.

We may combine information that does not personally identify you with personal information. If we do, we will treat the combined information as personal information as long as it is combined.

Links

The Services may contain links to, or otherwise make available, third-party websites, services, or other resources not operated by us or on our behalf ("Third Party Services"). These links are provided as a convenience only and do not constitute an affiliation with endorsement or sponsorship of the Third Party Services. Specifically, the tools and resources section available on the site in connection with the Services are links to Third Party Services.

Any information you provide to such third parties is not subject to the terms of this Privacy Policy, and we are not responsible for the privacy or security of the information you provide to them or their handling of your information. We recommend that you review the privacy policy of any third party to whom you provide personal information online.

In addition, we are not responsible for the information collection, use, disclosure, or security policies and practices of other organizations, such as Apple, Google, Microsoft, RIM, or any other app developer, app provider, operating system provider, wireless service provider, or device manufacturer.

Information from Other Sources

We may collect data about you from publicly available sources to personalize your experience. We may also obtain data provided by third parties. We may also obtain data provided by third parties. For example, we may obtain information from companies to improve the accuracy of the information we have about you (e.g., adding your zip code to your address information). This improves our ability to contact you and increases the relevance of our offers and communications to you.

Security

We seek to use reasonable physical, technical, and administrative safeguards to protect personal information within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of your account with us has been compromised), please immediately contact us in accordance with the "Contact Information" section below.

You are responsible for maintaining the confidentiality of your Services access information and password and for restricting access to your device, and you agree to accept responsibility for all activities that occur under your password.

Cookies and Other Technologies

What are cookies? Cookies are small computer files we transfer to your computer's hard drive. These small text files help us personalize content on our pages and provide programs like e-coupons. Your browser software can be set to reject or accept cookies. Instructions for resetting the browser are available in the Help section of most browsers.

How we use cookies. Like many other websites and online services, we collect information about the Services' traffic and usage patterns through the use of cookies, Web server logs, web beacons and other, similar technologies. We may use this information for various purposes, such as to ensure that the Services function properly, to facilitate navigation, to personalize your experience, to understand use of the Services, to diagnose problems, to measure the success of our marketing campaigns and to otherwise administer the Services.

We also use cookies to collect and receive certain information about a website user, such as the type of web browser used, Internet service provider ("ISP"), referring/exit pages, operating system, date/time stamp, clickstream data, device platform, device version, and/or other device characteristics including your choice of settings such as Wi-Fi, Bluetooth, and Global Positioning System ("GPS"), CPU ID and type, build, model, manufacturer,

operating system version, screen size, screen resolution, mobile network status, device locale, and carrier ID. We review our web server logs and our customers' use of our site. This helps us to gather statistics on how many people are using our site and why.

Internet providers assign your device an IP address number. We may identify and log your IP address automatically in our Web server log files when you use our Online Services. We may also collect the time of your visit and the pages you look at. We use IP addresses to do things like gauge usage levels of the Services, help find server problems, and administer the Services.

Lastly, you may manage cookies in your web browser. Your browser software can be set to reject or accept cookies. Instructions for resetting the browser are available in the Help section of most browsers.

Fraudulent Sites, Spam & Phishing

Please be aware that there may be fraudulent websites that illegally use CVS Life Sciences Solutions logos, and other aspects of the CVS Life Sciences Solutions brand. CVS Life Sciences Solutions is in no way associated with any fraudulent websites. These sites may circulate their presence on the internet via spam email, or through fraudulent phishing practices.

These sites have not been authorized by CVS Life Sciences Solutions to use our name and we work aggressively to identify their source and have them shut down. If you are in receipt of this type of spam email, to help protect your privacy you should avoid replying to it or forwarding it to other people.

In addition to our official websites, CVS Life Sciences Solutions works with several third parties that host websites and micro-sites that provide information and services to our customers. If you are concerned that a website or an email may be fraudulent, please contact us via email at eConsentSupport@cvshealth.com.

Your Choices and Access

You can update your email preferences at any time by visiting your secure CVS Member or Patient portal or by following the instructions provided in emails you receive from us.

For your protection, we may only implement requests with respect to the personal information associated with the email address that you use to send us your request, and we may need to verify your identity and obtain information on the context in which you provided your personal information before implementing your request. We will try to accommodate your request as soon as reasonably practicable.

Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting such change or deletion. There may also be residual information that will remain within our databases and other records, which will not be removed.

California Shine the Light Law

If you are our customer and a California resident, you may request that we provide you with certain information about the entities with which we have shared our customers' personal information for direct marketing purposes during the preceding calendar year. To do so, please write to us at ConsumerPrivacy@cvshealth.com.

Your Responsibility

By establishing a research study account, you agree that it is your responsibility to:

- Authorize, monitor, and control access to and use of your account, User ID and password.
- Promptly inform us of any need to deactivate a password or an account by contacting us via email at econsentsupport@cvshealth.com.

Contact Information

If you have any questions or concerns about this statement, or about the way your information is collected and used, please contact us via email at econsentsupport@cvshealth.com.

If you have any questions about the content of this Privacy Policy, please contact the CVS Health Privacy Office at the following address:

CVS Health
Attn: Privacy Office
1 CVS Drive
Woonsocket, R.I. 02895