Assort Health Privacy Policy

Assort Health, Inc. (“Assort Health,” “we,” “our,” and/or “us”) values the privacy of individuals who use our websites, and related services (collectively, our “Services”). This privacy policy (the “Privacy Policy”) explains how we collect, use, and disclose information from users of our Services (“Users”). By using our Services, you agree to the collection, use, disclosure, and procedures this Privacy Policy describes. Beyond the Privacy Policy, your use of our Services is also subject to our Terms of Service (https://www.assorthealth.com/terms).

This Privacy Policy does not apply to the extent we process information in the role of a processor or service provider on behalf of our customers (for example, call information or appointment scheduling information we process on behalf of a healthcare provider). In that context, our customers are the data controllers and their privacy policies will apply to the processing of your personal information. We are not responsible for the privacy or data security practices of our customers, which may differ from those explained in this Privacy Policy.

Information We Collect

We may collect a variety of information from or about you or your devices from various sources, as described below.

A. Information You Provide to Us.

Communications. If you contact us directly, we may receive additional information about you, such as your name, email address, phone number, the contents of a message or attachments that you may send to us, and other information you choose to provide. When we send you emails, we may use embedded pixels or other technologies to track information about your receipt and interaction with our emails, such as whether and when you open them, whether you access any links included in our emails, how long you read our emails, and whether you forward our emails and to whom, to learn how to deliver a better customer experience and improve our Services.

Contact Forms. If you complete one of our contact forms, we may collect information such as your name, email address, phone number, job title and organization, the number of providers in your organization, and any message you choose to provide.

Careers. If you decide that you wish to apply for a job with us, you may submit your contact information and your resume online. We will collect the information you choose to provide on your resume, such as your education and employment experience, as well as any additional information you choose to provide as part of your application. You may also apply through a third party service, such as LinkedIn. If you do so, we will collect the information you make available to us through that service.

B. Information We Collect When You Use Our Services.

Device Information. We receive information about the device and software you use to access our Services, including IP address (which can be used to infer your general location information), device type, device identifiers, web browser type and version, and operating system version.

Usage Information. We automatically receive information about your interactions with our Services, like the pages or other content you view, referrer information (the website you visited before coming to our Services), and the dates and times of your visits.

Information from Cookies and Other Tracking Technologies. We and our third-party partners collect information about your activities on our Services using cookies, pixel tags, SDKs, or other tracking technologies. Our third-party partners, such as analytics, advertising, and security partners, may also use these technologies to collect information about your online activities over time and across different services.

How We Use the Information We Collect

We use the information we collect:

- To provide, maintain, improve, and enhance our Services;
- To understand and analyze how you use our Services and develop new products, services, features, and functionality;
- To communicate with you, provide you with updates and other information relating to our Services, provide information that you request, respond to comments and questions, and otherwise provide customer support;
- For marketing and advertising purposes, such as developing and providing promotional and advertising materials that may be relevant, valuable or otherwise of interest to you;
- To generate anonymized or aggregate data containing only de-identified, non-personal information that we may use for any lawful purposes such as to publish reports;
- To send you text messages;
- To facilitate transactions and payments;
- To find and prevent fraud and abuse, and respond to trust and safety issues that may arise;
- For compliance purposes, including enforcing our Terms of Service or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency; and
- For other purposes for which we provide specific notice at the time the information is collected.

How We Disclose the Information We Collect

Affiliates. We may disclose any information we receive to our current or future affiliates for any of the purposes described in this Privacy Policy.

Vendors and Service Providers. We may disclose any information we receive to vendors and service providers retained in connection with the provision of our Services.

Analytics Partners. We use analytics services such as Google Analytics to collect and process certain analytics data. You can learn more about Google's practices by visiting https://www.google.com/policies/privacy/partners/.

Advertising Partners. We work with third-party advertising partners to collect and process your information in order to show you ads that we think may interest you. Some of our advertising partners are members of the Network Advertising Initiative (https://optout.networkadvertising.org) or the Digital Advertising Alliance (https://optout.aboutads.info) and serve ads through cookie-based technologies. Please visit their opt-out pages to learn about how you may opt out of receiving certain web-based personalized ads from member companies. These opt-outs will apply only to our third-party advertising partners that are members of these organizations. These opt-outs will not apply when our partners serve ads through non-cookie based technologies.

As Required By Law and Similar Disclosures. We may access, preserve, and disclose your information if we believe doing so is required or appropriate to: (a) comply with law enforcement requests and legal process, such as a court order or subpoena; (b) respond to your requests; or (c) protect your, our, or others' rights, property, or safety. For the avoidance of doubt, the disclosure of your information may occur if you post any objectionable content on or through the Services.

Merger, Sale, or Other Asset Transfers. We may transfer your information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company or we sell, liquidate, or transfer all or a portion of our assets. The use of your information following any of these events will be governed by the provisions of this Privacy Policy in effect at the time the applicable information was collected.

Consent. We may also disclose your information with your permission.

Your Choices

Marketing Communications. You can unsubscribe from our promotional emails via the link provided in the emails. Even if you opt out of receiving promotional email messages from us, you will continue to receive administrative messages from us.

Third Parties

Our Services may contain links to other websites, products, or services that we do not own or operate. We are not responsible for the privacy practices of these third parties. Please be aware that this Privacy Policy does not apply to your activities on these third-party services or any information you disclose to these third parties. We encourage you to read their privacy policies before providing any information to them.

Security

We make reasonable efforts to protect your information by using physical and electronic safeguards designed to improve the security of the information we maintain. However, because no electronic transmission or storage of information can be entirely secure, we can make no guarantees as to the security or privacy of your information.

Children's Privacy

We do not knowingly collect, maintain, or use personal information from children under 18 years of age, and no part of our Service(s) is directed to children. If you learn that a child has provided us with personal information in violation of this Privacy Policy, then you may alert us at privacy@assorthealth.com

International Visitors

Our Services are hosted in the United States and intended for visitors located within the United States. If you choose to use the Services from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your personal information outside of those regions to the U.S. for storage and processing. We may also transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the

Services. By providing any information, including personal information, on or to the Services, you consent to such transfer, storage, and processing.

ChatGPT Specific Terms

Data retention and deletion: Assort Health ChatGPT connector

Assort Health's ChatGPT connector is available only to healthcare organizations that have an active business associate agreement with Assort Health, and only through accounts Assort provisions. When an authorized user connects their Assort Health account with ChatGPT, we receive their sign-in credentials and the requests ChatGPT sends on their behalf. We return referral information from your Assort Health account. That information may include protected health information. Your agreements with Assort Health govern protected health information and the rest of your relationship with us.

Connector inputs and retrieved content: Requests are processed to return results, and the ChatGPT connector does not keep its own copy of request inputs or retrieved content. Referral data stays in the Assort Health platform and is retained according to the organization's agreement with Assort Health or as long as we are legally required to retain it.

Account information: We keep account details (name, email, organization, and role) for as long as the account is active, plus thirty (30) after it is closed. Access tokens expire after 1 hour and refresh tokens after 7 days.

Operational, security, and audit logs: We keep request logs (time, URL path, response status, and client IP) for thirty (30) days. We keep audit records of which user accessed which records for thirty (30) days. Request contents are not written to operational logs.

Disconnecting and deletion: Disconnecting the connector ends ChatGPT's access immediately, and outstanding tokens are revoked. Because the connector keeps no separate copy of request content, disconnecting does not delete data in your Assort Health account. Your administrator can request deletion of its users' account data and connector logs by contacting privacy@assorthealth.com. We delete eligible data from active systems within thirty (30) days after termination of your relationship with us, and backup copies expire within thirty (30) days.

Changes to this Privacy Policy

We will post any adjustments to the Privacy Policy on this page, and the revised version will be effective when it is posted. If we materially change the ways in which we use or disclose personal information previously collected from you through the Services, we will notify you through the Services, by email, or other communication.

Contact Information

If you have any questions, comments, or concerns about our processing activities, please email us at privacy@assorthealth.com.

Last Updated: 11/10/2026