

VectorCare Privacy

Effective date: August 7, 2026

At VectorCare and its corporate subsidiaries and affiliates (collectively, “**VectorCare**”, “**we**”, “**us**”, or “**our**”), we process data regarding individuals using two different frameworks. For personal information received as part of our medical transport platforms VectorCare Hub™ and any associated mobile apps (whether directly from individuals or through one of our partners) (the “Platforms”), we follow the Health Insurance Portability and Accountability Act (“HIPAA”). For personal information received via this public-facing website (the “services” or “website”), our privacy policy governs how we process personal information.

- **HIPAA and Health-Related Information and Services.** We process personal information collected as part of our Platforms in accordance with HIPAA. For a summary of the PHI data protections provided by HIPAA, please see this [overview](#). VectorCare is a business associate (or sub-business associate) (as that term is used in HIPAA) with many of our customers and has entered business associate agreements with covered entities and business associates regarding PHI. In these instances, the Covered Entity or Business Associate, not VectorCare, determines what PHI is collected from individuals. Please contact the Covered Entity directly to exercise your rights under their Privacy Statement or to understand their responsibilities regarding your PHI. Our Privacy Policy and Cookie Policy and Example Privacy Statement do not apply in this situation. We have provided an [Example Privacy Statement](#) that is illustrative of how, by default, we process personal information under HIPAA and the Platforms, but please note that it may be superseded by a Privacy Statement from a Covered Entity with different rights and responsibilities in your particular circumstance.
- **For personal information collected by the website and services** refer to our [Privacy Policy](#) and our [Cookie Policy](#). This information will be shared with third parties, including those parties who provide you with the Services as well as advertisers and analytics providers (such as Google Analytics, FB Pixel, and LinkedIn). HIPAA and our Privacy Statement do not apply in this situation. You should not upload or share information to our public-facing website that you don't want shared with third parties.

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Privacy Policy

This Privacy Policy describes how VectorCare, Inc. and our corporate subsidiaries and affiliates (collectively, “**VectorCare**”, “**we**”, “**us**”, or “**our**”) collects, uses and shares your personal information if you visit Vectorcare.com or our other websites or applications/services that link to this Privacy Policy excluding the Platforms, contact us, receive our communications, or attend our events (collectively, the “Services” or “services”).

Personal Information We Collect

This section covers personal information we collect about our users and individuals relevant to the provision of our services. It does not cover PHI data from the Platforms (as noted above).

Information you provide to us. Personal information you provide to us through the Services may include:

- **Contact information**, You provide us, such as sign up for our newsletter, or give us your business card at a trade show. This may include your first and last name, email address, physical address, phone number, professional title and organization name.
- **Profile information**, such as your username and password and any account preferences for the Services.
- **Qualifications, work, and professional experience**, such as any credentials you upload or share with other parties whilst using the Services or information provided as part of employment applications.

- **Feedback or correspondence**, such as information you provide when you contact us with questions, feedback, or otherwise correspond with us or other parties whilst using the Services, e.g. via in-application messaging.
- **Usage information and Diagnostics**, such as information about how you use the Services and interact with us, including information you provide when you use any interactive features of the Services.
- **Marketing information**, such as your preferences for receiving communications about our products, activities, and publications, and details about how you engage with our communications.
- **Other information** that we may collect which is not specifically listed here, but which we will use in accordance with this Privacy Policy or as otherwise disclosed at the time of collection.

Information we obtain from social media platforms. We may maintain pages on social media platforms, such as LinkedIn. When you visit or interact with our pages on those platforms, the platform provider's privacy policy will apply to their collection, use, and processing of your personal information. You or the platforms may provide us with information through the platform, and we will treat such information in accordance with this Privacy Policy.

Information we obtain from other third parties. We may receive personal information about you from third-party sources, such as other users of the Services (for example, if a contact of yours issues you an invite by sharing your email or mobile number), publicly-available sources, and data providers.

Cookies and Other Information Collected by Automated Means. We, our service providers, and our business partners may automatically log information about you, your computer or mobile device, and activity occurring on or through the Services. The information that may be collected automatically includes your computer or mobile device operating system type and version number, manufacturer and model; device identifier; browser type; screen resolution; IP address; the website you visited before browsing to our website; general location information such as city, state or geographic area; and information about your use of and actions on the Services, such as pages or screens you viewed, how long you spent on a page or screen, navigation paths between pages or screens, information about your activity on a page or screen, access times, and length of access. Our service providers and business partners may collect this type of information over time and across third-party websites and mobile applications.

See our [Cookie Policy](#) for more information.

How We Use Your Personal Information

We use your personal information for the following purposes and as otherwise described in this Privacy Policy or at the time of collection:

To operate the Services. We use your personal information to:

- provide, operate, and improve the Services;
- establish and maintain your user profile on the Services;
- facilitate social features of the Services, such as our blog;
- communicate with you about the Services, including by sending you announcements, updates, security alerts, and support and administrative messages;
- understand your interests and personalize your experience with the Services;

- provide support and maintenance for the Services; and
- respond to your requests, questions and feedback.

For research and development. We analyze use of the Services to improve the Services and to develop new products and services.

To send you marketing and promotional communications. We may send you marketing communications as permitted by law. You can opt out of our marketing and promotional communications as described [below](#).

To comply with law. We use your personal information as we believe necessary or appropriate to comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas or requests from government authorities.

For compliance, fraud prevention, and safety. We may use your personal information and disclose it to law enforcement, government authorities, and private parties as we believe necessary or appropriate to: (a) protect our, your, or others' rights, privacy, safety, or property (including by making and defending legal claims); (b) enforce the terms and conditions that govern the Services; and (c) protect, investigate, and deter against fraudulent, harmful, unauthorized, unethical, or illegal activity.

With your consent. In some cases we may specifically ask for your consent to collect, use, or share your personal information, such as when required by law.

To create anonymous data. We may create aggregated and other anonymous data from your personal information and other individuals whose personal information we collect. We make personal information into anonymous data by removing information that makes the data personally identifiable to you. We may use this anonymous data and share it with third parties for our lawful business purposes, including to analyze and improve the Services and promote our business.

How We Share Your Personal Information

We do not share your personal information with third parties without your consent, except in the following circumstances or as otherwise described in this Privacy Policy:

Affiliates. We may share your personal information with our corporate subsidiaries and affiliates for purposes consistent with this Privacy Policy.

Service providers. We may share your personal information with third-party companies and individuals that provide services on our behalf or help us operate the Services (such as customer support, hosting, application development or integration, security, analytics, email delivery, marketing, and database management services). These third parties may use your personal information only as authorized by their contracts with us.

Partners. We may sometimes share your personal information with business partners or enable them to collect information directly via our Services. See our [Cookie Policy](#) for more information about third parties that collect information through our Services with cookies and similar technologies.

Other Users of the Services and the Public. We provide functionality that enables you to disclose personal information to other users of the Services or the public. This is a core purpose of credentialing services. We do not control how other users or third parties use any personal information that you make available to other users or the public.

Professional advisors. We may disclose your personal information to professional advisors, such as lawyers, bankers, auditors, and insurers, where necessary in the course of the professional services that they render to us.

For compliance, fraud prevention and safety. We may share your personal information for the compliance, fraud prevention and safety purposes described [above](#).

Business transfers. We may sell, transfer, or otherwise share some or all of our business or assets, including your personal information, in connection with a (potential) business transaction such as a corporate divestiture, merger, consolidation, acquisition, reorganization or sale of assets, or in the event of bankruptcy or dissolution.

Your Choices

In this section, we describe the rights and choices available to all users.

Access or update your information. If you have registered for an account with us, you may review and update certain personal information in your account profile by logging into your account.

Opt out of marketing communications. You may opt out of marketing emails by following the unsubscribe instructions at the bottom of the email. You may continue to receive service-related and other non-marketing emails.

Cookies & browser web storage. For information on how to disable cookies and similar technologies used in the Services, see our [Cookie Policy](#).

Choosing not to share your personal information. Where we are required by law to collect your personal information, or where we need your personal information to provide the Services to you, if you do not provide this information when requested (or you later ask to delete it), we may not be able to provide you with the Services. We will tell you what information you must provide to receive the Services by designating it as required at the time of collection or through other appropriate means.

Other Sites, Mobile Applications, and Services

The Services may contain links to, or content or features from, other websites and online services operated by third parties. These links are not an endorsement of, or representation that we are affiliated with, any third party. In addition, our content may be included on web pages or in mobile applications or online services that are not associated with us. We do not control third-party websites, mobile applications, or online services, and we are not responsible for their actions. Other websites and services follow different rules regarding the collection, use, and sharing of your personal information. We encourage you to read the privacy policies of the other websites and mobile applications and online services you use.

Security Practices

The security of your personal information is important to us. We employ a number of organizational, technical and physical safeguards designed to protect the personal information we collect. However, security risk is inherent in all internet and information technologies and we cannot guarantee the security of your personal information. As of the date of this policy, it is our policy to use the following security practices: HTTPS, hard disk encryption, SQL injection prevention tools, CSRF prevention tools,

regular penetration testing, and certain other methods we may add. As of the date of this policy, we have a SOC 2, Type II certification related to our security practices and processes.

We have adopted a range of security measures to protect data residing on hardware (eg, computer, tablet, phone, or other devices) that is used to access the Services, including end-to-end encryption for any PHI. However, each user is responsible for maintaining the integrity of their own hardware. Our security practices are limited to data in our control and don't extend to users' hardware.

California Disclosures

Shine Your Light Law. Under California law, California residents are entitled, once per calendar year, to ask us for a notice identifying the categories of personal customer information that we share with certain third parties for the third parties' direct marketing purposes, and providing contact information (i.e., names and addresses) for these third parties. We share information with service providers as listed in our cookie policy, including our use of Google Analytics. You can find information about Google's practices and contact information here: <https://policies.google.com/technologies/partner-sites> and here: <https://policies.google.com/privacy>.

Do Not Track. Some Internet browsers may be configured to send "Do Not Track" signals to the online services that you visit. We currently do not respond to "Do Not Track" or similar signals. To find out more about "Do Not Track," please visit www.allaboutdnt.com.

Children

The Services are not directed to, and we do not knowingly collect personal information from, anyone under the age of 16. If we learn that we have collected personal information of a child without the consent of the child's parent or guardian, we will delete it. We encourage parents with concerns to [contact us](#).

Changes to this Privacy Policy

We may amend this Privacy Policy at any time by posting the amended version on the Services and indicating the effective date of the amended version. We may announce any material changes to this Privacy Policy through the Service and/or via email if we have your email address. In all cases, your continued use of the Services after the posting of any modified Privacy Policy indicates your assent to the amended Privacy Policy.

How to Contact Us

If you have any questions or comments about this Policy or VectorCare's privacy practices, email us at support@vectorcare.com. You may also write to us via postal mail at:

VectorCare, Inc.

Attn: Legal – Privacy

28 Liberty Ship Way, Suite 2812, Sausalito, CA 94965

Cookie Policy

This Cookie Policy explains how VectorCare and our corporate subsidiaries and affiliates (collectively, “**VectorCare**”, “**we**”, “**us**” or “**our**”) uses cookies and similar technologies in connection with www.vectorcare.com and any other website that we own or control and which posts or links to this Cookie Policy (collectively, the “**Sites**”).

What are cookies?

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies serve different purposes, like helping us understand how a site is being used, letting you navigate between pages efficiently, remembering your preferences and generally improving your browsing experience.

Our Sites may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer or mobile device until you delete them).

We use two broad categories of cookies: (1) first party cookies, served directly by us to your computer or mobile device, which we use to recognize your computer or mobile device when it revisits our Sites; and (2) third-party cookies, which are served by service providers or business partners on our Sites, and can be used by these parties to recognize your computer or mobile device when it visits other websites. Third party cookies can be used for a variety of purposes, including site analytics, advertising and social media features.

What types of cookies and similar technologies does VectorCare use on the Sites?

On the Sites, we use cookies and similar technologies in the following categories described in the table below.

Type	Description	Who Serves the Cookies (link to privacy policy/site)	How to Control Them
Advertising	These cookies are used by advertising companies to collect information about how you use our Sites and other websites over time. These companies use this information to show you ads they believe will be relevant to you	LinkedIn Meta Retention	See 'your choices' below. You can learn more about LinkedIn's advertising cookies here . You can learn more about Meta's advertising cookies and how to control your information here . You can opt out from Retention's advertising cookies here .

	within our Services and elsewhere, and to measure how the ads perform.		
<i>Analytics</i>	These cookies help us understand how our Services are performing and being used. These cookies may work with web beacons included in emails we send to track which emails are opened and which links are clicked by recipients.	Google Analytics and Google Tag Manager VectorCare Hubspot	See 'your choices' below. You can find out more information about Google Analytics cookies here and about how Google protects your data here . You can prevent the use of Google Analytics relating to your use of our Sites by downloading and installing a browser plugin available here . To remove Hubspot cookies, click here .
<i>Essential</i>	These cookies are necessary to allow the technical operation of our Services (e.g., they enable you to move around on a website and to use its features).	VectorCare	See 'your choices' below.

Other technologies

In addition to cookies, our Sites may use other technologies, such as Flash technology and pixel tags to collect information automatically.

Browser Web Storage

We may use browser web storage (including via HTML5), also known as locally stored objects ("LSOs"), for similar purposes as cookies. Browser web storage enables the storage of a larger amount of data than cookies. Your web browser may provide functionality to clear your browser web storage.

Web Beacons

We may also use web beacons (which are also known as pixel tags and clear GIFs) on our Sites and in our HTML formatted emails to track the actions of users on our Sites and interactions with our emails. Unlike cookies, which are stored on the hard drive of your computer or mobile device by a website, pixel tags are embedded invisibly on webpages or within HTML formatted emails. Pixel tags are used to demonstrate that a webpage was accessed or that certain content was viewed, typically to measure the success of our marketing campaigns or engagement with our emails and to compile statistics about usage of the Sites, so that we can manage our content more effectively.

Your choices

In addition to rights you may have under laws that apply to you, you may take technological steps to affect your interactions with cookies and related technologies.

Most browsers let you remove or reject cookies. To do this, follow the instructions in your browser settings. Many browsers accept cookies by default until you change your settings. Upon your first visit, Vectorcare.com offers visitors the ability to manage cookies. Please note that if you decline or disable certain cookies, the Sites may not work properly.

For more information about cookies, including how to see what cookies have been set on your computer or mobile device and how to manage and delete them, visit www.allaboutcookies.org. If you do not accept our cookies, you may experience some inconvenience in your use of our Sites.

Users may opt out of receiving targeted advertising on websites through members of the Network Advertising Initiative by clicking [here](#) or the Digital Advertising Alliance by clicking [here](#). Please note that we also may work with companies that offer their own opt-out mechanisms and may not participate in the opt-out mechanisms above.

If you choose to opt out of targeted advertisements, you will still see advertisements online but they may not be relevant to you. Even if you do choose to opt out, not all companies that serve online targeted advertising are included in this list, and so you may still receive some cookies and tailored advertisements from companies that are not listed.

For more information about how we collect, use, and share your information, see our [Privacy Policy](#).

Changes

Information about the cookies we use may be updated from time to time, so please check back on a regular basis for any changes.

Questions

If you have any questions about this Cookie Policy, please contact us at

VectorCare, Inc.

Attn: Legal – Privacy

28 Liberty Ship Way, Suite 2812, Sausalito, CA 94965

Example Privacy Statement

Your Information. Your Rights. Our Responsibilities.

VectorCare is not a Covered Entity but we have provided this illustrative Privacy Statement as a courtesy to our users. It may be superseded by a Privacy Statement from a Covered Entity with different rights and responsibilities. This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Summary

Your Rights

You have the right to:

- Get a copy of your electronic medical record
- Correct your electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Market our services and sell your information

Our Uses and Disclosures

We may use and share your information as we:

- Contact providers who will treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law, or respond to lawsuits and legal actions
- Address workers' compensation, law enforcement, and other government requests

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic copy of your medical record

- You can ask to see or get an electronic copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request, but with the option for a 30 day extension. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we'll tell you why in writing within 60 days.

Request confidential communications

- Our systems require electronic communication methods (e.g. emails, SMS messages, in-app notifications). You can amend your contact details that we hold for you (apart from your email which is associated with your account and cannot be changed).
- You can ask us to contact you in a specific way for non-urgent communications (for example, how we contact you for marketing and compliance matters). We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly unless a Privacy Statement from a Covered Entity is more applicable, and then we will direct you there.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Third-Party marketing purposes
- Sale of your information

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Contact providers who will treat you

We share your health information with other professionals involved in your potential treatment.

Example: We will share information on your age, weight and the service level you require (wheelchair or gurney) with potential providers of the service, for example multiple NEMT providers in your area from which one will provide the service.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to identify who can provide your health services.

Bill for your services

We can use and share your health information to bill and get payment.

Example: We give limited information about you to a payment provider so the service provider is paid for their services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law and respond to lawsuits and legal actions

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

Other Instructions for Notice

- The Effective Date of this Notice is 1 January 2025
- You can contact VectorCare at:
 - VectorCare, Inc.
 - Attn: Legal – Privacy
 - 28 Liberty Ship Way, Suite 2812, Sausalito, CA 94965
- If any applicable laws impose greater limits on disclosures (such as state laws governing HIV status), those laws will govern.