

Privacy Policy

Last Updated: August 2026

1. INTRODUCTION

The purpose of this privacy policy (the “**Privacy Policy**”) is to describe how Pair Team, PBC (“**Pair Team**,” “**we**,” “**us**,” and “**our**”) collects, uses and shares information about you through our website located at www.pairteam.com (the “**Site**”) and the services we provide to access to as further described in the Terms of Service (the “**Services**”). Pair Team respects your privacy and is committed to protecting it as outlined in this Privacy Policy. If you do not agree with our policies and practices, you may not use our services. By accessing or using our Site or Services, you agree to this Privacy Policy. This Privacy Policy may change from time to time. Your continued use of our services after we make changes is deemed to be acceptance of those changes. Please read this notice carefully to understand what we do. If you do not understand any aspects of our Privacy Policy, please feel free to Contact Us as described at the end of this Policy.

Agreement to Website Privacy Policy Terms: BY ACCESSING AND/OR USING THE SITE OR SERVICES , YOU ARE ACKNOWLEDGING THAT YOU HAVE READ AND AGREE TO THE TERMS OF THIS WEBSITE PRIVACY POLICY. IF YOU DO NOT AGREE, YOU MUST IMMEDIATELY CEASE USING THE SITE.

Our Privacy Policy explains:

- Information That We Collect
- How We Use and Share Your Information
- Access to Your Information and Choices
- Security of Your Information
- How Long We Retain Your Personal Information
- User Rights
- California Privacy Rights
- Consent to Processing of Personal Information in the United States
- Changes to Our Privacy Policy
- Questions and How to Contact Us

Scope; Third Party Sites. This Privacy Policy applies only to information we collect at and through the Site and through our Services. Our Site and Services may also contain links to third-party sites that are not owned or controlled by Pair Team. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage

you to be aware when you leave our Site and to read the privacy statements of each and every website that collects Personal Information, as is defined below.

Terms of Service. Please note that your use of our Site or receipt of Services is also subject to our Terms of Service.

Protected Health Information (PHI) and Notice of Privacy Practices

Some of the information you provide to us or that we collect may constitute Protected Health Information ("**PHI**") under the Health Insurance Portability and Accountability Act ("HIPAA").

Please be aware that this Privacy Policy governs our collection, use, and disclosure of general website user information and non-PHI. Our collection, use, and disclosure of your PHI is governed strictly by our **Notice of Privacy Practices ("NPP")**, and not by this Privacy Policy.

In the event of any conflict or inconsistency between this Privacy Policy and our Notice of Privacy Practices regarding your PHI, the terms of our Notice of Privacy Practices will control.

2. INFORMATION WE COLLECT

Information You Provide to Us

We collect information you provide to us, for example when you create or modify your account (for certain Providers, as that terms is defined in our Terms of Service), use our Site, sign up for the Services, request information from us, contact customer support, or otherwise communicate with us or use our Site in commerce. Collectively referred to as "Personal Information," this information may include:

- Name
- Address
- Email address
- Telephone number
- Payment information (credit card or debit card number, expiration date and credit card security code – solely for payment purposes)
- Date of birth
- User name and password

Please note Pair Team, PBC does not practice medicine or provide medical care. We do

not provide or intend to provide answers to medical-related questions. Furthermore, if you are using our services, you may also be asked to submit certain confidential information during the sign-up process or, with your consent, your doctor may share with us certain demographic and other information relevant to diagnosis and treatment, such as lifestyle and general medical history (e.g. conditions, allergies etc.). You may be able to send confidential messages and communicate with a doctor regarding your diagnosis and treatment. Pair Team will keep these messages private and confidential.

Information We Collect Automatically Through Your Use of our Site

Google Analytics

We use Google Analytics, a web analytics service provided by Google, Inc. ("Google") to collect certain information relating to your use of the Site. Google Analytics uses "cookies", which are text files placed on your computer, to help the Site analyze how users use the site. You can find out more about how Google uses data when you visit our Site by visiting "How Google uses data when you use our partners' sites or apps", (located at www.google.com/policies/privacy/partners/). We may also use Google Analytics Advertising Features or other advertising networks to provide you with interest-based advertising based on your online activity. For more information regarding Google Analytics please visit Google's website, and pages that describe Google Analytics, such as www.google.com/analytics/learn/privacy.html. To learn more about interest-based advertisements and your opt-out rights and options, visit the Digital Advertising Alliance and the Network Advertising Initiative websites (www.aboutads.info and www.networkadvertising.org). Please note that if you choose to opt out, you will continue to see ads, but they will not be based on your online activity.

Information Collected Through Cookies and Similar Technologies

We and our service providers use cookies, web beacons, and other technologies to receive and store certain types of information whenever you interact with our Site through your computer or mobile device. A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the Site again, the cookie allows the Site to recognize your browser. Cookies may store unique identifiers, user preferences and other information. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some Site features or services may not function properly without cookies. We use cookies to improve the quality of our service, including for storing user preferences, tracking user

trends and providing relevant advertising to you. (See, “Advertising” below.)

No Information from Individuals Under the Age of 18

Pair Team does not knowingly collect Personal Information from individuals under the age of 18. If you are under the age of 18, please do not attempt to register with us at this Site or provide any Personal Information about yourself to us via the Services. If we learn that we have collected Personal Information from someone under 18, we will promptly delete that information. If you believe we have collected Personal Information from someone under the age of 18, please Contact Us as described below.

3. HOW WE USE AND SHARE YOUR INFORMATION

To Provide Products, Services, and Information. We collect information from you and use the information to: provide access to the Site and Services;

- Register your internal profile;
- Provide information that you request from us;
- Contact you about our services or information you requested;
- Process credit card and debit card transactions;
- To allow you to participate in interactive features of our services;
- Send you promotional materials or advertisements about our products and services, as well as new features and offerings;
- Enforce our Terms of Service or other legal rights and remedies;
- Administer surveys, sweepstakes, promotions and contests;
- Provide interest-based targeted advertising to you; and,
- Any other purposes disclosed to you at the time we collect your information or pursuant to your consent.

Furthermore, the following categories describe different ways that we use and disclose medical information. For each category of uses or disclosures we will explain what we mean and include examples. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

Disclosure at Your Request

We may disclose information when requested by you. This disclosure at your request

may require a written authorization from you.

For Treatment

We may use medical information about you to offer general health information. We may disclose medical information about you to your treating physicians, nurses, or other personnel involved in your care.

For Health Care Operations

We may use and disclose medical information about you for health care operations. These uses and disclosures are necessary for Pair Teams operations. For example, we may use medical information to review our services and to evaluate the performance of our staff in caring for you.

Sharing with Third Parties.

Healthcare Providers. We share your Personal Information with various healthcare affiliates, doctors and relevant medical staff in connection with your diagnosis and treatment.

Vendors and Services Providers. We may provide information to third-party vendors and service providers that help us operate and manage our Site and Services, process orders, and fulfill and deliver products and services that you purchase or request from us. These vendors and service providers will have access to your Personal Information in order to provide these services, but when this occurs we implement reasonable contractual and technical protections to limit their use of that information to help us provide the service. Our third-party vendors and service providers are contractually bound to protect your Personal Information and to use it only for the limited purpose(s) for which it is shared.

Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the text message services.

Corporate Affiliates. We may share your Personal Information with our corporate affiliates which are subject to this policy and applicable law.

Advertising. We may use how you browse and shop in order to show you ads for Pair Team or our advertising partners that are more relevant to your interests. We may use

cookies and other information to provide relevant interest-based advertising to you. Interest-based ads are ads presented to you based on your browsing behavior in order to provide you with ads more tailored to your interests. These interest-based ads may be presented to you while you are browsing our site or third-party sites not owned by Pair Team.

Currently, our Site does not recognize if your browser sends a “do not track” signal or similar mechanism to indicate you do not wish to be tracked or receive interest-based ads. To learn more about interest-based advertisements and your opt-out rights and options, visit the Digital Advertising Alliance and the Network Advertising Initiative websites (www.aboutads.info and www.networkadvertising.org). Please note that if you choose to opt out, you will continue to see ads, but they will not be based on your online activity.

Social Media. If you use third-party services, such as Facebook, Google, or Twitter, through the Site or to share information about your experience on the Site or Services with others, these third-party services may be able to collect information about you, including information about your activity on the Site, and they may notify your connections on the third-party services about your use of the Site, in accordance with their own privacy policies.

Your Consent. In addition to the sharing described elsewhere in this Policy, we will share Personal Information with companies, organizations or individuals outside of Pair Team when we have your consent to do so.

Legal Proceedings. We will share Personal Information with third-party companies, organizations or individuals outside of Pair Team if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, subpoena, legal process or enforceable governmental request;
- Enforce applicable Terms of Service, including investigation of potential violations;
- Detect, prevent, or otherwise address fraud, security or technical issues; and
- Protect against harm to the rights, property or safety of Pair Team, our users, customers or the public as required or permitted by law.

Transfer in the Event of Sale or Change of Control. If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our

business or the Site to a third party, such as by merger, acquisition, bankruptcy proceeding or otherwise, we may transfer or sell your Personal Information to the new owner. In such a case, unless permitted otherwise by applicable law, your information would remain subject to the promises made in the applicable privacy policy unless you agree differently.

4. ACCESS TO YOUR INFORMATION AND CHOICES

If you have questions about Personal Information we have about you or need to update your information, you can Contact Us as described below.

5. SECURITY OF YOUR INFORMATION

We use industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your Personal Information. However, since the Internet, SMS, and telephonic communications are not a 100% secure environment, we cannot guarantee, ensure, or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your login information. Please note that emails and other communications you send to us through our Site or by receiving our Services are not encrypted, and we strongly advise you not to communicate any confidential information through these means.

Pair Team takes the security of your Personal Information seriously. In the event of a data or security breach, Pair Team will take the following actions: (i) promptly investigate the security incident, validate the root cause, and, where applicable, remediate any vulnerabilities within Pair Team's control which may have given rise to the security incident; (ii) comply with laws and regulations directly applicable to Pair Team in connection with such security incident; (iii) as applicable, cooperate with any affected Pair Team user or client in accordance with the terms of Pair Team's contract with such user or client; and (iv) document and record actions taken by Pair Team in connection with the security incident and conduct a post-incident review of the circumstances related to the incident and ensure actions/recommendations are taken to prevent similar security incidents in the future. Pair Team will notify you of any data or security breaches as required by and in accordance with applicable law.

6. HOW LONG WE RETAIN YOUR PERSONAL INFORMATION

Pair Team retains your Personal Information only if necessary and as required for our business operations, the provision of the Website, archival purposes, and/or to satisfy legal requirements. The exact period of retention will depend on: (i) the length of time in which you use the Site or receive the Services; (ii) the personal risk of harm for unauthorized use or disclosure; (iii) the purposes for which we process your Personal Information, including whether those purposes can be achieved through other means; and (iv) business operations and legal requirements.

Except where requested by Pair Team, we ask that you do not send to us through the Website or otherwise disclose to us any sensitive Personal Information, including social security numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometric or genetic characteristics, criminal background, or trade union membership.

At the end of the applicable retention period, we will remove your Personal Information from our databases and will require that our Business Partners remove any identifiable Personal Information from their databases. If there is any data that we are unable to delete entirely from our systems for technical reasons, we will put in place appropriate measures to prevent any further processing of such data. *Please note that once we disclose your Personal Information to third parties, we may not be able to access that Personal Information and we cannot force the deletion or modification of such information by third parties.*

7. USER RIGHTS

As a user of Pair Team's Site and recipient of Pair Team's Services, you have certain rights relating to your Personal Information. These rights are subject to local data protection and privacy laws and may include the right to:

- Access Personal Information held by Pair Team;
- Erase/delete your Personal Information, to the extent permitted by applicable data; protection and privacy laws and to the technologically feasible;
- Receive communications related to the processing of your Personal Information;
- Restrict the processing of your Personal Information to the extent permitted by law;
- Object to the further processing of your Personal Information, including the right to object to marketing;
- Request that your Personal Information be transferred to a third party, if possible;
- Receive your Personal Information in a structured, commonly used, and machine-readable format; and/or

- Rectify inaccurate Personal Information and, considering the purpose of processing the Personal Information, ensure it is complete.

If you do not want to receive emails from Pair Team, you may unsubscribe at any time by clicking on the “Unsubscribe” link in each email communication or you may Contact Us as described below. Please note that if you opt-out of marketing emails, we may still send you important administrative or service-related messages, from which you cannot opt-out.

Where the processing of your Personal Information by Pair Team is based on consent, you have the right to withdraw that consent at any time. If you would like to withdraw your consent or exercise any of the above rights, please Contact Us as described below.

You have the right to request restrictions on the uses and disclosures of your Personal Information. While we are not required to agree to all restriction requests, we will attempt to accommodate reasonable requests when appropriate.

If you need to make changes or corrections to Personal Information, you may Contact Us as described below. To comply with certain requests to limit the use of your Personal Information, we may need to terminate your ability to access and/or use some or all of the Site or Services. BY REQUESTING TO LIMIT THE USE OF YOUR PERSONAL INFORMATION OR DELETE PERSONAL INFORMATION, YOU ACKNOWLEDGE AND AGREE THAT PAIR TEAM WILL NOT BE LIABLE TO YOU FOR ANY CORRESPONDING LIMITATION IN THE SCOPE OF THE SITE OR TERMINATION OF SITE ACCESS AS NECESSARY TO COMPLY WITH YOUR REQUEST.

You have the right to request the deletion of any Personal Information retained by Pair Team. To request deletion of your Personal Information, please Contact Us as described below and include a description of the Personal Information you would like removed. We will respond to all requests for data deletion as soon as reasonably possible.

8. CALIFORNIA PRIVACY RIGHTS

Under California Civil Code section 1798.83-1798.84 (“Shine the Light”), California residents who provide Personal Information in obtaining products or services for personal, family or household use are entitled to request and obtain from us once (1) a calendar year a list identifying the categories of personal customer information which we shared, if any, with our affiliates and/or third parties in the preceding calendar year for marketing purposes (e.g. requests made in 2025 will receive information regarding 2024 sharing activities). This list will be provided free of charge. Contact information for such affiliates and/or third parties must be included.

To obtain this information, please send an email message to support@pairteam.com with "Request for California Privacy Information" on the subject line and in the body of your message. We will provide the requested information to you at your email address in response. Please be aware that not all information sharing is covered by the Shine the Light requirements and only information that is covered will be included in our response.

9. CONSENT TO PROCESSING OF PERSONAL INFORMATION IN THE UNITED STATES

This Site and our Services is intended for use and receipt only by residents of the U.S. If you are a citizen of the European Economic Area (EEA) or other jurisdiction outside of the U.S., please note that in order to provide our Site, products and services to you, we may send and store your Personal Information (also commonly referred to as personal data) outside of the EEA, including to the United States. Accordingly, your Personal Information may be transferred outside of the country where you reside or are located, including to countries that may not or do not provide the same level of protection for your Personal Information. We are committed to protecting the privacy and confidentiality of Personal Information when it is transferred. Where such transfers occur, we take appropriate steps to provide the same level of protection for the processing carried out in any such countries as within the EEA to the extent feasible under applicable law. By using and accessing our Site or receiving our Services, users who reside or are located in countries outside of the United States agree and consent to the transfer to and processing of Personal Information on servers located outside of the country where they reside, and that the protection of such information may be different than required under the laws of their residence or location.

10. ADDITIONAL STATE PRIVACY RIGHTS

Depending on what state You live in, You may have rights in addition to the rights listed above. These rights may include:

1. Right to access a copy of Your Personal Information.
2. Right to correction of Your Personal Information.
3. Right to delete Your Personal Information from Our Services.
4. Right to receive Your Personal Information in a structured, commonly used and machine-readable format.

5. Right to opt out of certain uses of Your Personal Information.
6. Right to prohibit Our collection of Personal Information if it isn't relevant and necessary to providing You Services.

11. CHANGES TO OUR PRIVACY POLICY

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your consent in accordance with applicable law. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes). We will also keep prior versions of this Privacy Policy in an archive for your review.

12. QUESTIONS AND HOW TO CONTACT US

If you have any questions, concerns, complaints or suggestions regarding our Privacy Policy or otherwise need to contact us, please Contact Us by email, phone, or by US postal mail at the following address:

Pair Team, PBC
1459 18th Street, PMB 206
San Francisco, CA 94017
Telephone: [415.429.4360](tel:415.429.4360)
Email: support@pairteam.com