



Privacy Policy

Last Updated: 04/21/2025

At 4th Dimension EMR ("4D EMR"), privacy is a priority. This Privacy Policy ("Privacy Policy") sets out how 4D EMR ("4D EMR," "us," "our," or "we") collects and uses information from customers and other individuals who access or use our websites, including 4d-emr.com, FindAnAppointment.com, our mobile applications, and/or any of our other sites, products, or services that link to this Privacy Policy (collectively the "Services"). By using our Services, you understand that we will collect and use your information as described in this Privacy Policy. It also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

4D EMR is the data controller of personal information collected through our Services.

Residents in Delaware, Maryland, Nebraska, Nevada, New Hampshire, and Texas should also review the Privacy Rights section in this Privacy Policy.

Also, note that personal information collected by certain 4D EMR Services may have different privacy policies that apply. For example, personal health information ("PHI") collected by healthcare providers that utilize 4D EMR Services may be covered under the providers' required Health Insurance Portability and Accountability Act ("HIPAA") Notice of Privacy Practices. Please refer to other privacy policies where applicable.

This Privacy Policy does not apply to any third-party websites and apps that you may use, including any that are linked to in our Services. You should review the terms and policies for third-party websites and apps before clicking on any links.

1. Personal Information We Collect

General Information

We collect information, including personal information, to provide better services to you. We use the term "personal information" to refer to information about you that is personally identifiable including your name, address, email address, phone number, digital identifier, such as your IP address, information about your device, and certain metadata. We may also collect "sensitive personal information" which refers to a smaller subset of personal information and which is considered more sensitive to the individual, such as race or ethnic origin, certain health information, and biometric data.

The personal information which we collect includes, but is not limited to, the following circumstances and data elements:

Generally,

- When you sign up for a paid subscription to the 4D EMR Service, we may ask for contact information including your name, email address, and phone number; your practice's information; and your financial information such as credit card or ACH information;
- When you register for an account, we may collect your name, username, password, email address, information about your subscription, marketing preferences, and any other information that you may provide (such as your practice specialty or your location);
- When you subscribe to our newsletter, we may collect your name and email address to send the newsletter to you with information about our products and Services;
- When you express an interest in obtaining additional information about our Services, request customer support, request quotes, use our "Get Started Today" or "Call" features on our website, we may require you to provide us your contact information, such as your name, practice name and specialty, phone number, email address, and in some instances, you may elect to provide us with location and address information.

You may also provide personal information about other people, such as their name, email address and phone number. This information is only used for the sole purpose of completing your request or for whatever reason it may have been provided. If you provide us with any personal information relating to other individuals, you represent that you have the authority to do so and acknowledge that that it will be used in accordance with this Privacy Policy. If you believe that your personal information has been provided to us improperly, or to otherwise exercise your rights relating to your personal information, please contact us using the information set out in the "Contact Us" section below.

Business contacts. We may receive contact information (including your name, telephone number, and email address) and/or professional or business-related information (including your business address) through our interactions with you in a business-to-business capacity, such as when your business provides services to us, or when we work together on a project, or when we discuss business opportunities. We may contact you with information about our business dealings, news, and opportunities, and we may use your information in the normal course of our business operations.

Social Media. If you post information on our webpage on a social media platform, we may use the information to respond, to promote our business and services, and in the normal course of our business operations. We may collect your personal information, such as your social media username, and other personal characteristics that you have made publicly available on the social media website. Note that the third-party operators of social media websites also receive such information, and their use of your personal information is governed by their own privacy policies.

Automated Data Collection: Cookies & Similar Technologies

We and our partners use various technologies to collect and store information when you use our Services. This may include using cookies or similar technologies to identify your browser or device. These similar technologies include web beacons and web server logs. We also use these technologies to collect and store information when you interact with services from our partners, such as advertising services.

We may use such technologies to collect personal identifiers (such as your IP address), information about your device (such as your browser characteristics, device IDs and characteristics, and operating system version) and information concerning your usage of our Services (including the link you used to reach a given webpage) and interactions with our emails. We use this information to determine how many users have visited particular webpages or opened messages or alerts, and we may also use such information. This helps us establish, maintain, and manage our relationship with you, and also helps us to optimize and provide the Services for your use and benefit, to improve our marketing activities, and to enforce our Services' service terms and prevent malicious conduct.

In some cases, our third-party partners may process information collected by cookies and similar technologies that we permit them to use with our Services. Please see our Cookie Notice for more details. With respect to any social media pages that we may use, please see the privacy policies and any cookie policies of the applicable social media providers as to their automated data collection practices.

As indicated above, we, like many other website operators, currently use Google Analytics to collect and process certain website usage data. To learn more about Google Analytics and how to opt out, please visit <https://tools.google.com/dlpage/gaoptout>.

You may be able to change a web browser's settings to block and delete cookies when you access our Services through that web browser. However, if you do that, our Services may not work properly; also, we will still receive basic information (such as last URL visited) when you navigate to our websites. 4D EMR does not respond to Do Not Track (DNT) signals or similar signals, unless required by applicable law.

2. How We Use Personal Information We Collect

4D EMR uses information for the following general purposes: products and services provision, billing, identification and authentication, services improvement, contact, research, and anonymous reporting. We also use your personal information in ways that are compatible with the business and commercial purposes for which it was collected and authorized by you including for the following purposes:

- to present, operate, or improve our products and Services, including analysis of the performance of our Services;
- to diagnose or service technology problems reported by our users or engineers;
- to estimate the total number of users visiting 4D EMR from specific geographical regions;
- to inform you about the Services available from 4D EMR;
- to process your transactions;
- to authorize access to our Services;
- to improve our customer service;
- to respond to your questions, comments, and requests and to provide support to you;
- to comply with all applicable legal requirements; and
- to investigate possible fraud or other violations of our Services' terms of use or this Privacy Policy and/or attempts to harm you.

Unless you ask us not to, we may contact you via email in the future to tell you about new service offerings, or changes to this Privacy Policy. Additionally, 4D EMR will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our Service is temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

3. Our Disclosure Of Personal Information

4D EMR may be required to disclose personally identifiable information or protected health information under special circumstances, such as to comply with subpoenas or when your actions violate the 4D EMR Terms of Service.

4D EMR may share demographic information and aggregated information with business partners, such as “7% of 4D EMR customers are in the Los Angeles region” or the like. No personally identifiable information or protected health information will ever be used without your permission.

It may be necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of 4D EMR’s Terms of Service, or as otherwise required by law.

We may transfer information about you if 4D EMR is acquired by or merged with another company. In this event, 4D EMR will notify you by email or by putting a prominent notice on the 4D EMR web site before information about you is transferred and becomes subject to a different privacy policy.

We use other third parties such as a credit card processing company to bill you for goods and services, an email service provider to send out emails on our behalf. When you sign up for these services, we will specify what personally identifiable information is being shared as necessary for the third party to provide that service.

We provide access to your practice data to third parties such as Rocopia which provides ePrescribing services and other vendors with whom we have signed HIPAA Business Associates Agreements.

We also provide access to your data to integrated third parties through our web API that you select and permit through the web program. You have control over the access permissions of these vendors directly.

We post customer testimonials, comments and reviews on our web site which may contain personal information. If you wish to update or delete your testimonial, you can contact us at privacy@4d-emr.com.

4. Privacy Rights

Certain jurisdictions have specific legal requirements and grant privacy rights with respect to personal information, and we will comply with restrictions and any requests you submit as required by applicable law.

Nevada residents have the right to opt out of the sale of certain pieces of their information to third parties who will license or sell their information to others. However, 4D EMR does not sell personal information as contemplated by Nevada law.

If you are a resident of one of the U.S. states listed below, you have one or more of the following rights: (1) to request additional information about our data collection, use, disclosure, and sales practices in connection with your personal information; (2) to request the specific personal information collected about you; (3) to request the deletion of the personal information we have about you, with exceptions; (4) to request a restriction on certain processing of personal information; (5) to request correction of inaccurate information; (6) to opt-out of the processing of personal information for the purpose of “profiling” in furtherance of decisions that produce legal or similarly significant effects; and (7) to opt-out of the “selling” and “sharing”/“targeted advertising” of personal information as such terms are defined under U.S. state privacy laws. Please note, 4D EMR sells personal information and shares personal information/engages in “targeted advertising”. For a description of the categories of personal information that are sold or shared/used for targeted advertising and for a description of the categories of third parties that such personal information is disclosed to, see the chart in this section. 4D EMR does not engage in profiling in furtherance of decisions that produce legal or similarly significant effects. You may also have the right to not be discriminated against for exercising your privacy rights. If you are a resident of one of the following U.S. states, you have one or more of these rights:

- Delaware
- Maryland
- Nebraska
- New Hampshire
- Texas

If you are located outside of these jurisdictions and seek to exercise your rights under the law of another jurisdiction, please contact us by emailing privacy@4d-emr.com

You or, depending on your state of residence, your authorized agent may submit a request regarding your personal information by sending an email to:

- Email: privacy@4d-emr.com
- Toll-free telephone number: 844-878-2434

To help protect your privacy and maintain security, we will take steps to verify your identity before granting you access to the information. We may need to request specific information from you to help us confirm your identity. This is a security measure to ensure

that personal information is not disclosed to any person who has no right to receive it. When you make a request, we may also contact you to ask you for further information in relation to your request to speed up our response and require you to follow procedures so that we can verify your identity (and the applicable jurisdiction). The verification steps we take may differ depending on your jurisdiction and the request. Where possible, we will attempt to match the information that you provide in your request to information we already have on file to verify your identity. If we are able to verify your request, we will process it. If we cannot verify your request, we may ask you for additional information to help us do so.

We will respond to your request within the time period required by applicable law. However, we may not always be able or required to comply with your request, in whole or in part, and we will notify you in that event.

To opt-out of “selling” or “sharing” (“targeted advertising”) personal information (as defined by applicable law) in connection with cookies and similar technologies, please use the “Do Not Sell or Share My Personal Information” link on our website homepage. Here are the categories of personal information that we may sell or share:

Category	Examples of Types of Personal Information We Collect	Sold or Shared	Disclosed to
Identifiers	A real name, alias, postal address, unique personal identifier, address, account name, government ID.	Sold and shared	Service providers, affiliates, partners, marketing and advertising partners, analytics providers
Commercial information	Products or services purchased.	Sold and shared	Service providers, affiliates, partners, marketing and advertising partners,

			analytics providers
Internet or other similar network activity	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement	Sold and shared	Service providers, affiliates, partners, marketing and advertising partners, analytics providers

5. Accessing, Updating, Or Correcting Your Personal Information

If your personally identifiable information changes, or if you no longer desire our Service, you may correct it or request deletion by contacting us by telephone or postal mail at the contact information listed below. We will respond to your request to access within a reasonable timeframe.

We will retain your information for as long as your account is active or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

6. Information Related to Data Collected For Our Clients

4D EMR may collect information under the direction of its Clients, and has no direct relationship with the individuals whose personal information it processes. If you are a customer of one of our Clients and would no longer like to be contacted by one of our Clients that use our Service, please contact the Client that you interact with directly. We may transfer personal information to companies that help us provide our Service. Transfers to subsequent third parties are covered by the service agreements with our Clients.

Access and Retention of Data Controlled by our Clients:

We will retain personal information we process on behalf of our Clients for as long as needed to provide services to our Client. 4D EMR will retain this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

7. Third Party Links To Other Sites

If you click on a link to a third party site, you will leave this site and go to the site you selected. Because we cannot control the activities of third parties, we cannot accept responsibility for any use of your personally identifiable information by such third parties, and we cannot guarantee that they will adhere to the same privacy practices as us. We encourage you to review the privacy policies of any other service provider from whom you request services.

8. How We Protect Personal Information

We follow generally accepted industry standards to protect the personally identifiable information submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. If you have any questions about security on our website, you can contact us at privacy@4d-emr.com.

9. No Use By Children

Our Services are not intended for children under 16 years of age. We do not intentionally gather personal information about visitors who are under the age of 16. If a child has provided us with personal information, a parent or guardian of that child may contact us to have the information deleted from our records. If you believe that we might have any information from a child under age 16 in the applicable jurisdiction, please contact us privacy@4d-emr.com. If we learn that we have inadvertently collected the personal information of a child under 16, or equivalent minimum age depending on jurisdiction, we will take steps to delete the information as soon as possible.

10. Changes To This Privacy Policy

4D EMR may update this policy at any time for any reason. We will post any Privacy Policy changes on this page, and if there are any material changes to how we handle personal information we will send a notice to the contact email address specified in your company's 4D EMR account or by place a prominent notice on the home page of our site prior to the change becoming effective. We encourage you to periodically review this Privacy Policy.

11. Contact Us

If you have questions about this Privacy Policy, you can contact us via email, phone, or by writing to us at the address below:

Send e-mail to: privacy@4d-emr.com

4D EMR Support – Privacy Policy

10300 W Charleston Blvd

Suite 13-461

Las Vegas, NV 89135

Phone: 844-878-2434