

## *Privacy Policy*

### *Restore Physical Therapy and Pelvic Health LLC*

Last Updated: July 6, 2021

Restore Physical Therapy and Pelvic Health LLC ("Company," "us," "we," or "our") is committed to safeguarding online privacy with respect to the personally identifiable information that we may obtain from users of the Company's website [www.restorethefloorpt.com](http://www.restorethefloorpt.com) (the "Website"). Our Privacy Policy ("Privacy Policy") answers frequently asked questions about your privacy on the Website, including what personally identifiable information we may obtain from you and how it will be used and protected. Company may from time to time change this Privacy Policy, so please check back periodically.

#### *CHILDREN UNDER THE AGE OF 18*

Our Website is not intended for children under 18 years of age. No one under age 18 may provide any personal information on the Website. We do not knowingly collect personal information from children under 18. If you are under 18, do not use or provide any information on the Website or through any of its features, or provide any information about yourself to us. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at [vclement@restorethefloorpt.com](mailto:vclement@restorethefloorpt.com).

#### *WHAT PERSONALLY IDENTIFIABLE INFORMATION DO WE OBTAIN FROM YOU? WHEN DO WE OBTAIN SUCH INFORMATION?*

If, upon visiting our Website, your use is limited to browsing our informational content, we will not require that you provide us with any personally identifiable information. However, we may request personal information from you at other times. For example, when you would like to contact us with questions about our services, you may be required to provide your name, email address, and additional information about you in order for us to properly respond to your inquiry.

#### *HOW DO WE PROTECT THE SECURITY AND QUALITY OF YOUR PERSONAL INFORMATION?*

To protect the security and quality of your personal information, we have implemented procedures to maintain accurate, current and complete information as well as to protect your personal information against loss, misuse or alteration when it is under our control.

#### *HOW DO WE USE YOUR INFORMATION?*

Information you share with us will be used in a variety of ways that let us serve you better. We may also use this information to perform administrative, technical, hosting or other functions that help us manage our Website and deliver new functionality to you.

We use your information to: provide you with our services; and communicate with you (including responding to your requests for additional information about services offered by the Company, and inquiring and responding to requests regarding your use of the Website).

#### *HOW AND WHY WE SHARE YOUR PERSONAL AND OTHER INFORMATION*

While it is fully within your rights to not share personal information, you may not be able to utilize some features of the Website (including contacting the Company and having the Company respond to your inquiries) if you choose not to supply personal information.

We will not share your personal information with any other third parties without your express written permission, except as otherwise permitted by this Privacy Policy, or as required by law.

The Website may enable you to share personal information with websites or online services operated by third parties. For example, the Website may contain links to third-party websites. The third-party websites may contain features that collect personal information from you, including contact sections of such sites allowing you to contact such third parties. If you choose to use these features, you may disclose your personal information not just to those third-party websites, but also to their users and the public more generally. Because these third-party websites are not operated by the Company, we are not responsible for the content or practices of those third-party websites. The collection, use, and disclosure of your personal and non-personal information will be subject to the privacy policies of the third-party websites, and not this Privacy Policy. Should you have any questions about how those third-party websites collect, use and disclose your information, you should contact those third parties directly.

Company reserves the right (and you authorize Company) to share or disclose your personal information when Company determines, in its sole discretion, that the disclosure of such information is necessary or appropriate.

We also may use or share your personal or non-personal information with third parties when we believe, in our sole discretion, that doing so is necessary:

- (i) To comply with applicable law or a court order, subpoena, or other legal process;
- (ii) To investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of our terms and conditions, or situations involving threats to our property or the property or physical safety of any person or third party;
- (iii) To establish, protect, or exercise our legal rights or defend against legal claims; or
- (iv) To facilitate the financing, securitization, insuring, sale, assignment, bankruptcy, or other disposal of all or part of our business or assets.

Finally, your personal information may be transferred to a third party as a result of a sale, acquisition, merger, reorganization or other change of control, reorganization, bankruptcy, or asset sale involving the Company. If we sell, merge or transfer any part of our business, part of the sale may include your personal information.

#### *DO WE SELL OR RENT YOUR PERSONALLY IDENTIFIABLE INFORMATION?*

No, as a general rule, we do not sell or rent your personally identifiable information to anyone. If and whenever we intend to share your personally identifiable information with a third party (other than as provided in this Privacy Policy), you will be notified at the time of data collection or transfer, and you will have the option of not permitting the transfer.

#### *HOW CAN YOU UPDATE, CORRECT OR DELETE YOUR PERSONALLY IDENTIFIABLE INFORMATION?*

You may request that Company update, correct or delete your personally identifiable information at any time by sending an e-mail request to [vclement@restorethefloorpt.com](mailto:vclement@restorethefloorpt.com).

### *WHAT ARE COOKIES? HOW DO WE USE COOKIES?*

Cookies enable us to customize and personalize your experience on the Website. Essentially, a cookie is a small amount of data that is sent to your browser from a web server and is stored on your computer's hard drive. We use cookies for several purposes in connection with the operation of the Website:

- We may use cookies to identify you and access your information stored on our computers in order to deliver you a better and more personalized experience. For example, we may use cookies to tell you about products and services specific to your interests.
- We may use cookies to estimate our customer base and customer usage patterns. Each browser accessing the Website is given a unique cookie that is then used to determine the extent of repeat visits and the customer activity during those visits. We may use the historical information to help target promotions based on customer interests and behavior, both specifically to individual customers and on an aggregate basis with respect to all customers.

### *DO YOU HAVE CHOICES ABOUT COOKIES?*

Yes, you have several choices with respect to cookies. You can modify your browser preferences to accept all cookies, to notify you when a cookie is set, or to reject all cookies.

### *WHAT ELSE SHOULD YOU KNOW ABOUT YOUR ONLINE PRIVACY?*

It is important to remember that whenever you voluntarily disclose personal information online, your information can be collected and used by others. If you transmit or post personal information online that is accessible to others, you will not be able to control how that information is used by others. When we receive the transmitted information, we will use the procedures summarized in this Privacy Policy to ensure the integrity and security of that information in our systems. Unfortunately, notwithstanding any of the steps taken by us, it is not possible to guarantee the security and integrity of data transmitted over the Internet. Consequently, while we take the above-described reasonable steps to protect your personal information, we cannot and do not warrant the security or integrity of any information you transmit to us when registering for an account on the Website or otherwise. All such transmission of information is at your own risk.

### *PRIVACY NOTICE FOR CALIFORNIA RESIDENTS*

This Privacy Notice for California Residents (this "Notice") supplements and is expressly made part of the information contained in the Company Privacy Policy and applies solely to all visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this Notice to comply with the California Consumer Privacy Act of 2018 ("CCPA"). Any terms defined in the CCPA have the same meaning when used in this Notice.

#### **1. Information We Collect**

Through your use of the Website, we collect information (when you choose at your option to provide it) that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device ("personal information"). In particular, the Website has collected the following categories of personal information from its consumers within the last twelve (12) months. Additionally, we have

disclosed the following categories of information for a business purpose in the past twelve (12) months:

Category	Examples	Collected	Disclosed for a business purpose
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.	Yes	No
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	Yes	No
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	Yes	No
D. Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	No	No
E. Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or	No	No

	identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.		
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	Yes	No
G. Geolocation data.	Physical location or movements.	No	No
H. Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	No	No
I. Professional or employment-related information.	Current or past job history or performance evaluations	No	No
J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)).	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records	No	No
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	No	No

Personal information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
  - health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data;
  - personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

Company obtains the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, from information you submit on the Website for the purpose of registering an account on the Website or contacting the Company.
- Indirectly from you. For example, from observing your actions on the Website.
- From third-party business partners such as social media sites, ad networks, and analytics providers.

## **2. Use of Personal Information**

**First and foremost, Company does not sell and has not sold any Personal Information in the preceding twelve (12) months.**

We may use or disclose the personal information we collect for one or more of the following purposes:

- To respond to your inquiries directed to the Company.
- To reach out to you, either ourselves or using the appropriate authorities, if we have a good reason to believe that you or any other person may be in danger or may be either the cause or the victim of a criminal act.
- To measure and improve the quality, the effectiveness and the delivery of our products and services.
- To respond to law enforcement requests and as required by applicable law, court order, subpoena or governmental regulations.
- To provide, support, personalize, and develop the Website and our services.

Company will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

## **3. Disclosure of Personal Information**

Company may disclose your personal information to a third party for a business purpose. When we disclose personal information for a business purpose, we enter a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract.

We may share the minimum necessary personal information with the following categories of third parties:

- Service providers that provide audit, legal, operational, technical or other services for us, such as:
  - Customer service
  - Technical maintenance
  - Monitoring Website activity
  - Email management and communication

- Reporting and analytics
- Marketing and advertising

#### 4. Your Rights and Choices

The CCPA provides consumers (i.e., California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

##### *Right to Request Access to Information*

You have the right to request that Company notify you of the personal information about you that we have collected and used ("Right to Access"). Once we receive and confirm your verifiable Request to Access, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting that personal information.
- The categories of third parties with whom we shared that personal information.
- The specific pieces of personal information we collected about you.
- If we disclosed your personal information for a business purpose and identifying the personal information categories that each category of recipient obtained.

##### *Right to Request Deletion of Information*

You have the right to request that Company deletes any of your personal information that we collected about you and retained. Once we receive your request and verify who you are, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *seq.*).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

### *Exercising Your Rights*

To exercise the rights listed above, please submit a request in writing to Company via the contact information listed below in the Contact Information section. Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a request related to your personal information. You may also make a request on behalf of your minor child. You may only make a request for access twice within a 12-month period. Your request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information, or an authorized representative of the person.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a request does not require you to create an account with us. We will only use personal information provided in a request to verify your identity or authority to make the request.

### *Response Timing and Format*

We endeavor to respond to a request within forty-five (45) days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing.

For Requests to Access, our response will only cover the 12-month period preceding the request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. We will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

## **5. Non-Discrimination**

We will not discriminate against you for exercising any of your CCPA rights. We will not:

- Deny you services.
- Charge you different prices or rates for services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of services.
- Suggest that you may receive a different price or rate for services or a different level or quality of services.

## **6. Other California Privacy Rights**

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of the Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to [vclement@restorethefloorpt.com](mailto:vclement@restorethefloorpt.com).

## **7. Changes to Our Privacy Notice**

Company reserves the right to amend this privacy Notice at our discretion and at any time. When we make changes to this privacy Notice, we will post the updated Notice on the Website and



update the Notice's effective date. Regardless of changes to our Privacy Policy, we will never use the information you submit under our current privacy notice in a new way without first notifying you and giving you the option to opt out. Your continued use of the Website following the posting of changes constitutes your acceptance of such changes.

## **8. Contact Information**

If you have any questions or comments about this Notice, the ways in which Company collects and uses your information described above, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at: [vclement@restorethefloorpt.com](mailto:vclement@restorethefloorpt.com).

### *CONTACT US.*

If you have any questions or comments about this Privacy Policy or the practices employed on the Website, please feel free to e-mail us at [vclement@restorethefloorpt.com](mailto:vclement@restorethefloorpt.com).