

Privacy Policy

This "Privacy Policy" describes the privacy practices of **Convivio Health** in connection with the <https://cvohealth.com> website, and any other website that we own or control and which posts or links to this Privacy Policy (collectively, the "Service"), in connection with our marketing activities, and as otherwise described in this Privacy Policy. In addition, this Privacy Policy describes your rights and choices with respect to the Personal Information we collect.

We collect personal information as described below. Note, however, that our business customers may transmit personal information to us as part of the services we provide through our voice and messaging platforms, as well as other Services. This Privacy Policy does not apply to such personal information that we process on behalf of our business customers. Our use of this personal information is restricted by our agreements with those business customers. If you have concerns regarding personal information that we process on behalf of a business, please review their privacy policy and direct your concerns to that business, or review their privacy policy.

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Personal Information We Collect

Information you provide to us

Personal information you provide to us through the Service or otherwise includes:

- **Business and personal contact information**, such as your first and last name, email and

mailing addresses, phone number, professional title and company name.

- **Registration information**, such as information that may be related to a service or an event you register for.
- **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 for our Company on social media platforms, such as, LinkedIn, Twitter, Google, YouTube, Instagram, and other third-party platforms. When you visit or interact with our pages on those platforms, the platform provider's privacy policy will apply to your interactions and 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 marketing partners, publicly-available sources and data providers. Our use of any information obtained from our business customers is restricted by our agreements with those business partners.

A list of our sub-processors and nature of processing can be requested by contacting info@cvvoh.com .

Cookies and Other Information Collected by Automated Means

We, our service providers, and our business partners may automatically log information about you, your computer, and activity occurring on or through the Service. The information that may be collected automatically includes your computer type and version number, manufacturer and model, device identifier (such as the Google Advertising ID or Apple ID for Advertising), 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 Service, 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.

On our webpages, this information is collected using cookies, browser web storage (also known as locally stored objects, or "LSOs"), web beacons, and similar technologies, and our emails may also contain web beacons.

Referrals

Users of the Service may have the opportunity to refer friends or other contacts to us. If you are an existing user, you may only submit a referral if you have permission to provide the referral's contact information to us so that we may contact them.

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 Service

We use your personal information to:

- provide, operate and improve the Service;
- provide information about our products and services;
- establish and maintain your user profile on the Service;
- communicate with you about the Service, including by sending you announcements, updates, security alerts, and support and administrative messages;
- communicate with you about events or contests in which you participate;
- understand your needs and interests, and personalize your experience with the Service and our communications;
- provide support and maintenance for the Service; and
- respond to your requests, questions and feedback.

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.

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 described in this Privacy Policy:

IMPORTANT DISCLOSURE: We do not share your contact information or opt-in data with third parties for marketing purposes. Your personal information will only be used in accordance with this privacy policy, and we respect your privacy rights.

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 the account.

Text message communications

We use text messaging to communicate with you about your service. Normal messaging rates apply and the frequency of messages may vary. Mobile Carriers are not liable for delayed or undelivered messages.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Opt-out of text message communications

You may opt-out of text messaging at any time by replying to any message with STOP contacting us at info@cvvoh.com . This will end the communications from that particular phone number. You may continue to receive service-related and other non-marketing text messages from other phone numbers managed by **Convivio Health**, and you may opt out of those in a similar fashion.

Opt-out of marketing communications

You may opt-out of marketing-related emails by following the opt-out or unsubscribe instructions at the bottom of the email, or by contacting us at info@cvvoh.com . You may continue to receive service-related and other non-marketing emails.

Cookies

Most browser settings let you delete and reject cookies placed by websites. Many browsers accept cookies by default until you change your settings. If you do not accept cookies, you may not be able to use all functionality of the Service and it may not work properly. For more information about cookies, including how to see what cookies have been set on your browser and how to manage and delete them, visit <https://www.allaboutcookies.org>. We use Google Analytics to help us understand user activity on the Service. You can learn more about Google Analytics cookies at <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage> and about how Google protects your data at <https://policies.google.com/privacy>. You can prevent the use of Google Analytics relating to your use of the Service by downloading and installing a browser plugin available at <https://tools.google.com/dlpage/gaoptout>.

Advertising choices

You can limit use of your information for interest-based advertising by:

- **Browser settings.** Blocking third-party cookies in your browser settings.
- **Privacy browsers/plug-ins.** By using privacy browsers or ad-blocking browser plug-ins that let you block tracking technologies.
- **Platform settings.** Google offers opt-out features that let you opt-out of use of your information for interest-based advertising:

- Google: <https://adssettings.google.com>
- **Ad industry tools.** Opting out of interest-based ads from companies participating in the following industry opt-out programs:
 - Network Advertising Initiative: <https://optout.networkadvertising.org>
 - Digital Advertising Alliance: <https://optout.aboutads.info>
 - AppChoices mobile app, available at <https://www.youradchoices.com/appchoices>, which will allow you to opt-out of interest-based ads in mobile apps served by participating members of the Digital Advertising Alliance.

You will need to apply these opt-out settings on each device from which you wish to opt-out.

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 <https://www.allaboutdnt.com>.

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 in order to provide the Service 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 our services. We will tell you what information you must provide to receive the Service by designating it as required at the time of collection or through other appropriate means.

How can you delete the data we collect from you?

Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to delete your personal information, please submit a request form by clicking here [[add form link](#)]. We will respond to your request within **30 days**.

Other Sites and Services

The Service may contain links to other websites, and other 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 online services that are not associated with us. We do not control third-party websites, 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 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. Email, in particular, is an insecure way to transmit personal information. Please take special care regarding what information you send to us via email or text message.

Children

The Service may be used by children under the age of 13 only with verifiable parental consent. We take children's privacy seriously and comply with applicable laws such as the Children's Online Privacy Protection Act (COPPA). If we collect personal information from a child under 13, we will do so only with the knowledge and permission of a parent or legal guardian. Parents or guardians may review the information collected from their child, request that we delete it, and refuse to allow any further collection or use of their child's information. If you are a parent or guardian and have any concerns, we encourage you to contact us directly.

Changes to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time. If we make material changes to this Privacy Policy, we will notify you by updating the date of this Privacy Policy and posting it on the Service. We may, and if required by law, will also provide notification of changes in another

way that we believe is reasonably likely to reach you, such as via e-mail (if you have an account where we have your contact information) or another manner through the Service.

Any modifications to this Privacy Policy will be effective upon our posting the new terms and/or upon implementation of the new changes on the Service (or as otherwise indicated at the time of posting). In all cases, your continued use of the Service after the posting of any modified Privacy Policy indicates your acceptance of the terms of the modified Privacy Policy.

How to Contact Us

If you would like to exercise your rights under this Policy, please submit your request to:
info@cvvoh.com

Please direct any questions or comments about this Policy or privacy practices to
info@cvvoh.com . You may also write to us via postal mail at:

Convivio Health

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