

WEBSITE PRIVACY POLICY

Section 1. INTRODUCTION

This Website Privacy Policy (“Privacy Policy”) outlines the privacy practices of Practice Resources, LLC (“Company”, “we”, “us”, or “our”) aimed at protecting the privacy of personal information that is provided to us through our website at <https://www.prldocs.com/> (“Website”).

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this Privacy Policy. This Privacy Policy may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the Privacy Policy periodically for updates.

This Privacy Policy applies to information we collect:

- On this Website;
- In email, text, and other electronic messages between you and this Website;
- Through mobile and desktop applications you download from this Website, which provide dedicated non-browser-based interaction between you and this Website; and
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.

Section 2. INFORMATION COLLECTED

Company collects information about you in the following ways: (1) information automatically collected when you use the Website; (2) information you voluntarily provide to us; and (3) information collected from third parties.

The information we collect through your use of the Website may include, but is not limited to:

- Personal information, including your name, email address, phone number, address, and any other information you provide when you use our Website or contact us;
- Information regarding your utilization of the Website;
- Your transaction history relating to the purchase of certain products or other information you wish to share with us and integrate with the Website;
- Information provided by you when you participate in a survey or communication to you regarding your use of the Website;
- Computer data or files, often called “cookies,” which may be sent by your web browser and to allow our server to “recognize” you through the navigation of the Website to track use of the Website;
- Computer data, files, and information that are collected from emails or links on third-party sites that allow our server to evaluate the popularity of those links or the information contained in emails or on third-party sites; and
- Any other information you wish to share with us through the Website.

Pages of our Website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

Company may also collect non-personally identifiable information that is made available by web browsers and servers, such as the browser type, referring site, date and time of access, operating system, your IP address, web pages you view, and other information about how you use the Website. This information allows Company to understand how visitors use its Website.

By using the Website, you are giving us permission to use and store such information consistent with this Privacy Policy.

Section 3. HOW WE USE YOUR INFORMATION

Company may de-identify information for the purposes of monitoring and improving services and products to provide customized services or technologies, and for any other purpose referenced in this Privacy Policy.

We may use your information for the following purposes (subject to applicable legal restrictions):

- To provide you with access to the Website;
- To provide you with information, products, or services that you request from us;
- To conduct quality reviews of the Website;
- To create non-personally identifiable information, such as aggregate statistics relating to the use of the Website;
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- To notify you about changes to our Website or any products or services we offer or provide through it;
- To notify you when Website updates are available;
- To better understand how users access and use the Website, on an aggregated and individualized basis, in order to improve the Website;
- For research and analytical purposes;
- In any other way we may describe when you provide the information; and
- For any other purpose for which you give us authorization

Section 4. HOW WE SHARE INFORMATION

Third-Parties: To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.

Business Transfers: If Company is acquired by or merged with another Company, if substantially all of our assets are transferred to another Company, or if we are a part of a bankruptcy proceeding, we may transfer the information that we have collected from you to the other Company.

Legal Proceedings: We may disclose information we collect from you in order to comply with the law, a judicial proceeding, court order, or other legal process, such as in response to a subpoena in compliance with applicable privacy laws.

To Protect Company and Others: In accordance with applicable law, Company will disclose personal information when it believes in good faith that such disclosures will help to protect your safety or security, including the safety and security of property that belongs to you, and/or protect the safety and security of our Website, or Company, and/or third parties, including the safety and security of property that belongs to affiliated providers rendering services related to the Website or third parties.

Aggregate and De-Identified Information: Company may combine demographic and other information about our users, obtained from registration forms and/or user profiles, to create “aggregate data.” All personally identifiable information will be removed from this data before disclosing such data to third parties. Aggregate data disclosed to third parties will not contain any information that can be used to identify or contact our users.

Section 5. COLLECTING DATA

Company may use cookies and other tracking mechanisms or contract with a third party to help manage and optimize our Internet communications. Website tracking services help websites to measure the effectiveness of advertising and how visitors use a website through the use of web beacons and cookies provided by such company. The type of information we may collect includes, but is not limited to, the pages visited and links clicked by users. By supplementing our records,

this information would help us to learn things such as what pages are most useful and attractive to our visitors and which of our tools and information most interest our visitors.

Cookies involve a string of information that the Website stores on a visitor's computer hard drive, and that the visitor's browsers provides to the Website each time the visitor returns. Company uses cookies to identify and track visitors and usage of the Website, track preferences, for promotional campaigns, and in certain other cases. You may configure your browser to accept or reject cookies, or to notify you when a cookie is being used. If cookies are rejected, certain features of the Website may not function properly without the aid of cookies.

Company may also utilize automated devices and applications, such as Google Analytics, to understand how visitors interact with the Website. Non-personally identifiable data may be shared with these applications.

Section 6. HOW YOU CAN CONTROL THE INFORMATION WE COLLECT AND SHARE

You may choose whether to disclose personal information or other information to Company on its Website, however, access to the Website may be limited under those circumstances.

You may contact us via e-mail or telephone to:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

You may always direct us not to share your personal information with third parties, not to use your personal information to provide you with information or offers, or not to send you newsletters or promotional e-mails by contacting us as provided for below.

Certain information may be retained as required by law or as necessary for performance of the Website.

Section 7. SAFEGUARDING INFORMATION

Company makes every reasonable effort to protect your information. All employees, agents or representatives that act on our behalf are contractually obligated to keep all information deserving legal protection confidential and private. You provide your personal information to us at your own risk. You acknowledge that: (1) there are security and privacy limitations in computer systems and on the Internet which are beyond our control; (2) the security, integrity, and privacy of any and all information and data exchanged between you and us through the Website, including personal information, cannot be guaranteed; and (3) any such information and data, including personal information, may be viewed or tampered with by a third party while such information or data is being used, transmitted, processed, or stored. We collect, maintain, utilize and disclose your information only as required by law and as described in this Privacy Policy.

Section 8. ACCESSIBILITY AND COMPLIANCE

Company is committed to providing a website that is accessible and navigable to all consumers. To that end, we are working to assess and increase the accessibility and usability of our Website using available standards and guidelines to assist in our efforts. We will regularly review the Website in comparison to public guidelines using recognized accessibility evaluation tools. Ultimately, conformance with these guidelines will help make the web more user-friendly for all. While Company strives to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the Website at all times. Should you experience any difficulty in accessing areas of the Website, please do not hesitate to contact us as outlined at the end of this Policy.

Additionally, the Website is not intended for use by individuals under the age of 13 and Company does not knowingly target or collect information from children. Company's Website, products and services are all directed at people who are at least 13 years old or older, and individuals under the age of 13 should not provide their personal information on the Website. In the event that any personal information of an individual under the age of 13 is collected, Company will take all necessary steps to delete such information. For more information on the Children's Online Privacy Protection Act, please see www.ftc.gov.

Section 9. THIRD PARTY SITES

This Website may contain links to third-party websites. Company is not responsible for the content of linked third-party websites and does not make any representations regarding the privacy practices of, or any information or product or accuracy of materials found on such third-party websites. If you decide to access any of the third-party websites linked to this Website, you do so entirely at your own risk.

Section 10. TEXT (SMS) MESSAGING

Text (SMS) Messaging Communications: We may collect and process personal information that you provide when you communicate with us via text messaging. This includes, but is not limited to, your phone number, the content of your messages, and any other information you choose to share.

Use of Information: The information collected through text messaging may be used for the following purposes:

- To respond to your inquiries and provide customer support.
- To send you updates, notifications, reminders, and status of events, if you have opted in to receive such communications; and
- To improve our services and enhance user experience.

Data Security: We take the security of your information seriously and implement appropriate measures to protect it from unauthorized access, disclosure, alteration, or destruction. However, please be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. There are inherent risks associated with all electronic communication. These risks include unauthorized access, loss of privacy, and potential breach of sensitive information. It is important to be aware that text (SMS) messages may not be entirely secure and could be intercepted or accessed by unintended recipients.

- The SMS opt in or phone numbers for the purpose of SMS are not being shared with third parties for marketing purposes

Your Choices: You can opt out of receiving text messages at any time by following the instructions provided in the messages or by contacting us directly. Please note that opting out may affect your ability to receive important updates regarding your account or services.

In order to opt-in to periodically receive SMS messages you can reply with START or SUBSCRIBE to any text message sent from us. If you require assistance you can reply with HELP or SUPPORT to any text message sent from us. If you wish to stop receiving text messages from us, reply with STOP, QUIT, CANCEL, OPT-OUT, or UNSUBSCRIBE.

The number of messages may vary depending on what situations arise that require informational updates, the volume of messages will not exceed 5,000 messages daily across all users. Standard message rates may apply based on the carrier of the user. If help or assistance is needed, please reply HELP or SUPPORT to the text message, call the toll-free number listed at the end of this policy, or email clients@prldocs.com.

Changes to This Provision: We may update this provision from time to time. Any changes will be posted on this page, and we encourage you to review it periodically.

For more information on opt-in by using the Practice Resources LLC ticketing system please visit the following link for [opt-in consent](#)

Section II. CHANGES TO OUR WEBSITE PRIVACY POLICY

We reserve the right to modify this Privacy Policy at any time, effective upon posting. Your continued use of this Website following such changes will be deemed to be an acceptance of and acknowledgement to be bound by any changes. By using the Website, you are agreeing to our collection, use and disposal of personal information and other data as described in this Privacy Policy, both as it exists now and as it is changed from time to time.

Section 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, you may contact us through any of the following:

Address	Telephone	E-Mail
1001 West Fayette St. Suite 400 Syracuse, NY 13204	(866) 310-2409	clients@prldocs.com

Effective Date: November 12, 2024