

Privacy Notice for California Residents

Effective Date: 1/1/2020

Last Updated: 1/21/2020

This **Privacy Notice for California Residents** applies to all the products, services, websites and applications offered by Timely Telehealth, LLC and Telehealth Physician Network, PLLC (collectively, "TimelyMD", "We", "Us" or "Our"). This privacy statement is an extension to, and forms part of, our main Privacy Policy.

PERSONAL INFORMATION WE MAY COLLECT ABOUT YOU AND HOW IT IS USED

General Information

For individuals who are California residents, the California Consumer Privacy Act ("CCPA") requires certain disclosures about the categories of personal information we collect and how we use it, the categories of sources from whom we collect personal information, and the third parties with whom we share it. While we have set out the categories below as required by the CCPA, you can review our main [Privacy Policy](#) for examples and other information that describes our data collection and use, as previously disclosed to you and which have not changed under this notice.

Depending on how you interact with us, TimelyMD may collect the categories of information as summarized in the table below. This Privacy Notice does not apply to information covered by the Health Information Portability and Accountability Act, as amended to date ("HIPAA") collected and stored in our provision of Services to healthcare providers and billing companies.

Sources of Information Collected

The categories of personal information we collect about you, as detailed below, come from the following categories of sources:

- You, including through your use of our website and Services
- Automatically collected from your browser
- Our subsidiaries
- Third parties

TimelyMD collects the following categories of personal information:

Category	Collected
A. Identifiers.	[YES]

B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	[YES]
C. Protected classification characteristics under California or federal law.	[YES]
D. Commercial information.	[YES]
E. Biometric information.	[YES]
F. Internet or other similar network activity.	[YES]
G. Geolocation data.	[YES]
H. Sensory data.	[YES]
I. Professional or employment-related information.	[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)).	[NO]
K. Inferences drawn from other personal information.	[NO]

Use of Personal Information

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

- Providing our Services (for example, account servicing and maintenance, customer service, advertising and marketing, analytics, and communication about our Services)
- For our operational purposes and the operational purposes of our service providers and integration partners
- Improving our existing Services and developing new services (for example, by conducting research to develop new products or features)
- Detecting, protecting against, and prosecuting security incidents and fraudulent or illegal activity
- Bug detection, error reporting, and activities to maintain the quality or safety of our services
- Auditing consumer interactions on our site (for example, measuring ad impressions)
- Short-term, transient use, such as customizing content that we or our service providers display on the services
- Other uses that advance our commercial or economic interests, such as third party advertising and communicating with you about relevant offers from third party partners

- Other uses that we notify you about

Sharing Personal Information

TimelyMD 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 share your personal information with the following categories of third parties:

- Marketing and Data service providers;
- Data aggregators, such as analytics services; and
- Our subsidiaries.

YOUR RIGHTS AND CHOICES

In addition to the rights outlined in our Privacy Policy and subject to certain restrictions, California residents may also have the right to request that we disclose what personal information we collect about you, delete any personal information that we collected from or maintain about you, and opt-out of the sale of personal information about you. As a California resident, you may also have the right to designate an agent to exercise these rights on your behalf. This section describes how to exercise those rights and our process for handling those requests, including our means of verifying your identity.

Requests for Access to and Deletion of Your Personal Information

- Right to request access to your personal information

California residents have the right to request that we disclose what categories of personal information we collect, use, or sell about you. You may also request the specific pieces of personal information that we have collected about you. However, we may withhold some information where the risk to you, your personal information, or our business is too great to disclose the information.

- Right to request deletion of your personal information

You may also request that we delete any personal information that we have collected from or about you. However, if you ask us to delete it, you may no longer be able to access or use our services. Additionally, we may retain personal information as authorized under applicable law, such as personal information required to provide our services; to protect our business and systems from fraudulent activity; to debug and identify errors that impair existing functionality, as necessary for us, or others; to exercise or ensure another's exercise of free speech or other rights; to comply with law enforcement requests pursuant to lawful process; for scientific or historical research; for our own internal purposes reasonably related to your relationship with us; or to comply with legal obligations. We may also need certain types of information so that we can provide our services to you.

- How to exercise your access and deletion rights

To exercise your access and deletion rights described above, please submit a verifiable consumer request to us by either calling us at 1-833-484-6359 or writing us at 1315 South Adams, Fort Worth, Texas 76104. [Website contact form](#)

For security purposes, we may request additional information from you to verify your identity when you request to exercise your California privacy rights. This information will be used solely to verify your identity in connection with your request and will not be retained.

Once you submit a request to (1) access the categories of personal information we have about you or (2) obtain a copy of specific pieces of personal information we have about you, we will verify your identity by matching the information provided in your request with information we may have in our system. Upon successfully verifying your identity, we will provide you with your requested information in a secure, password-protected format. If we are unable to verify your identity, we will notify you.

Once you submit a request to delete personal information we have collected from you, we will verify your identity by matching the information provided in your request with information we may have in our system. Upon successfully verifying your identity and confirming whether we have a right or obligation to maintain the information, we will delete your personal information and inform you once the deletion is complete. If we are unable to verify your identity, we will notify you.

Sale of Personal Information

For purposes of the CCPA, TimelyMD does not “sell” your personal information.

Non-Discrimination Rights

California residents have the right not to be discriminated against for exercising their rights as described in this section. We will not discriminate against you for exercising your CCPA rights.

CHANGES TO OUR PRIVACY NOTICE

TimelyMD 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. **Your continued use of our Website following the posting of changes constitutes your acceptance of such changes.**

CONTACT INFORMATION

If you have any questions or comments about this notice, the ways in which TimelyMD 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:

Phone: 1-833-484-6359

Website: <https://www.timely.md>

Postal Address:

TimelyMD
Attn: Privacy Officer
1315 South Adams
Fort Worth, Texas 76104