

EasySLP Privacy Policy

EasySLP, LLC (“EasySLP”, “us” or “we”) take your privacy very seriously.

We are constantly putting procedures in place in order to protect and safeguard your privacy. This document is our "Privacy Policy" and it contains details on issues related to your privacy when using our Services. This Privacy Policy applies to visitors to the public website and related mobile device application owned and operated by EasySLP, the registered Users (“Therapist, Client, Parent/Legal Guardian, or Company”) of EasySLP’s associated Website and related mobile device application (collectively with the website, the "Website"), is intended to inform you of our policies, procedures and practices regarding the collection, use, and disclosure of any information that you provide through the Website.

California residents should read the information available in the Privacy Policy for California Residents below.

The Privacy Policy is part of our Terms of Use. The terms in the Privacy Policy (such as but not limited to, "we", "our", "us", “Services”, and "Website") have the same meaning as in our Terms of Use document. When you use our Website and Services you accept and agree to both the Terms of Service and to the Privacy Policy. If you do not agree to be bound to the Privacy Policy you should stop using the Website and Services immediately. By accessing and using our Website and Services, you affirm that you have read the Terms of Use and the Privacy Policy and that you understand, agree to, and acknowledge all the terms contained in both documents.

1. Protected Health Information

This Privacy Policy is distinct from our HIPAA Notice of Privacy Practices, which describes in detail how we use and disclose your Protected Health Information that is governed by HIPAA. Our use of your Protected Health Information is subject to our HIPAA Notice of Privacy Practices, not this Privacy Policy.

2. Information Collection, Use, and Disclosure

Categories of Information Collected

To let us operate the Website effectively and to let Users access and use the Website, we may collect, use, and store the information described below. We also disclose certain information to

third parties, as described further below. The information we collect is received directly or indirectly from you and generated during your use of the Website and Services. The data we collect is not used for marketing or any other purposes except as specified in this Privacy Policy.

Visitor Data: EasySLP may collect, use, and store data regarding visits to its Website ("Visitor Data"), including the particular pages visited or viewed by the visitor, the amount of time the visitor spent on Website, Website errors experienced by the visitor, and information about the browser or device used to access the Website such as the visitor's mobile device ID and IP address. These practices apply to public visitors of the Website and prospective new Users.

Onboarding Data: In addition to the questionnaire responses provided by Users (including Therapists) in the process of initial registration, EasySLP collects, uses, and stores certain additional data from Users during the onboarding process ("Onboarding Data"). This data includes the pages viewed by Users, whether the user clicks the "Get Started" or "Download for iOS" link to begin completing the respective questionnaires, and whether the User responds to any of the questionnaire prompts.

Account Registration Data: EasySLP collects, uses, and stores certain information in connection with the account registration process, such as whether a User verifies their reported email address or phone number ("Account Registration Data").

Transaction Data: EasySLP uses third party payment services (Stripe) to bill you, as Clients, and pay you, as Therapists, through an online account payment in lieu of directly processing your credit/debit card information. These payment services enable your transfer and receipt of funds as payment for Services provided on the Website. If you make payments via our Website or through any related service, you agree that your activities are subject to our additional payment terms specified.

We also use third party payment services (Stripe) for making the payouts to Therapists, and those payment services process such transactions. Please check additional payment terms specified. For additional information on payment and Stripe's privacy policy, please refer to [Stripe.com](https://stripe.com)

Login Data: EasySLP may collect, use, and store data regarding logins to EasySLP's Website by registered Users and activity conducted during that log in such as when a user logs in, or whether a Client has been assigned to a Therapist ("Login Data"). Login Data does not include the content of any messages sent or received by Users or the content of any therapy services provided.

Therapy Session Data: EasySLP may collect, use, and store certain general data regarding User therapy sessions such as whether sessions have been purchased by a Client, whether a Therapist or Client joins a scheduled session, when a therapy session began and ended, whether a therapy session was canceled or re-scheduled, including chosen reasons for canceling/rescheduling, or if sessions have expired.

Customer Data: EasySLP may collect, use, and store certain data from Users that have signed up for EasySLP's Services such as a User's self-reported name or nickname, age, e-mail address, phone number, and areas of concern/expertise ("Customer Data").

Therapist Data: In order to verify and pay Therapists, EasySLP may collect, use, and store certain data from Therapists. This data includes information such as the Therapist's name, e-mail address, phone number, address, state(s)license number(s), ASHA number, and NPI number (if applicable).

Communications Data: EasySLP collects, uses, and stores communications between Clients and Therapists on the Website, and communications between Users and EasySLP's customer service team ("Communications Data").

Protecting this information is very important to us. Other than in the ways detailed in this Privacy Policy, we will never use or disclose any information unless you requested or approved us to do so.

Purposes for Which Information is Used

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

Push Notifications

With your consent, we may send promotional and non-promotional push notifications or alerts to your mobile device. You can deactivate these messages at any time by changing the notification settings on your mobile device or within our application.

Native Applications on Mobile Device

Some features of our Services may require access to certain native applications on your mobile device, such as the camera, photo album and the address book applications. If Users decide to use these features, we will ask for consent prior to accessing the applications and collecting associated information. Note that Users can revoke consent at any time by changing the settings on their device.

Communication with you

- To contact you or provide you with information, alerts and suggestions that are related to the Website.
- To verify your identity.
- To complete an activity you requested, such as register for the Website or obtain more information.
- 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.

Delivery of services to you

- To create your account on our Website and let you log in to your account and use the Website.
- To manage your account, provide you with customer support, and ensure you are receiving quality service.
- For billing and transaction processing purposes.
- To match Clients with Therapists
- To provide, support, personalize, and develop our Website and Services.

Administration and improvement of services

- To supervise, administer and monitor the Website.
- To measure and improve the quality, effectiveness and delivery of our Services.

Customization and marketing

- To advertise and market the Website and Services to potential Users.
- To personalize Website experience and to deliver content and product and service offerings relevant to individual interests, including targeted offers and ads through our websites, third-party sites, and via email or text message.

Compliance with law

- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.

- To comply with applicable state and federal laws, including, but not limited to laws related to protecting client and public health and safety.

Other uses with consent

- Any other purpose with your consent.

Purposes for Which Information is Disclosed to Third Parties

Information about you may be disclosed to third parties for one or more of the following purposes:

For business purposes and advertising: We may share a Client's information with a Therapist and a Therapist's information with a Client only as necessary for facilitating the Services. We may also share your information with vendors and service providers, including our data hosting and data storage partners, analytics and advertising providers, and vendors providing technology services and support, payment processing (Stripe), and data security. We also may share information with professional advisers, such as auditors, law firms, and accounting firms.

With your direction or consent: We may share your information with third parties if you request or direct us to do so.

Compliance with law: We may share your information with a court, a regulatory entity, law enforcement personnel, or pursuant to a subpoena, to comply with applicable law or any obligations thereunder.

In the context of a transaction: We may share your information in connection with an asset sale, merger, bankruptcy, or other business transaction.

For other business reasons: We may share your information to enforce any applicable Terms and of Use, and to ensure the safety and security of the Website and Users.

Note that if you make any information publicly available on the Website, anyone may see and use such information.

3. Opting out of Marketing Communication

You can opt out of receiving email marketing by unsubscribing using the unsubscribe link provided in our marketing email communications or by emailing support@easyslp.com

4. Cookies

Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of the Services.

5. Social and General Information Tools

We may use several publicly available tools and information exchange resources, such as (but not limited to) a blog, a Facebook page, a Twitter account, and others (collectively "Social and General Information Tools"). Any information you provide or share while using Social and General Information Tools may be read, accessed, and/or collected by that site and users of that site according to their Privacy Policy.

6. Phishing

Online identity theft and account hacking, including the practice currently known as "phishing", are of great concern. You should always be diligent when you are being asked for your account information and you must always make sure you do that in our secure system via Stripe. We will never request your login information or your credit card information in any non-secure or unsolicited communication (email, phone or otherwise).

7. Links to Third-Party Websites

The Website may contain links to non-EasySLP websites. These links are provided to You as a convenience and/or ancillary for the Services use, and EasySLP is not responsible for the content of any linked website. Any non-EasySLP website accessed from the Services is independent from EasySLP, and EasySLP has no control over the content of that website. In addition, a link to any non-EasySLP website does not imply that EasySLP endorses or accepts any responsibility for the content or use of such website. Use of any third-party website is subject to its terms of service and privacy policy. We request that our Users exercise caution and good judgment when using third-party websites.

8. Security of Information

While using any Internet-based service carries inherent security risks that cannot be 100% prevented, our systems, infrastructure, encryption technology, operation and processes are all designed, built and maintained with your security and privacy in mind. We apply industry standards and best practices to prevent any unauthorized access, use, and disclosure. We comply with all applicable federal laws, state laws, and regulations regarding data privacy.

9. Service Providers

We may employ third party companies and individuals to facilitate our Website, perform certain tasks which are related to the Website, or provide audit, legal, operational, or other services for us. These tasks include but are not limited to, customer service, technical maintenance, monitoring, email management and communication, database management, billing and payment processing, reporting, and analytics. We will share with them only the minimum necessary information to perform their task for us and only after entering into appropriate confidentiality agreements.

10. Children's Privacy

We do not knowingly collect or solicit any information from anyone under the age of 13 or knowingly allow such persons to become our User. The Platform is not directed and not intended to be used by children under the age of 13 without their parent or legal guardian. If we learn that we have received any information directly from a child under age 13 without first receiving his or her parent's verified consent, we will use that information only to respond directly to that child (or his or her parent or legal guardian) to inform the child that he or she cannot use the Services. We will then subsequently delete that child's information. If you are aware that we have collected personal information from a child under age 13, please let us know by contacting us at support@easyslp.com and we will delete that information.

11. Compliance with Laws and Law Enforcement

We cooperate with government and law enforcement officials to enforce and comply with the law. We may disclose information necessary or appropriate to protect the safety of the public or any person, to respond to claims and legal process (including but not limited to subpoenas), and to prevent or stop activity that may be illegal or dangerous. You should also be aware that Therapists may be obliged to disclose information to law enforcement or other authorities to conform to their professional and legal responsibilities. Specifically, and without limitation, you should be aware that the law requires health professionals to disclose information and/or take action in the following cases: (a) reported or suspected abuse of a child or vulnerable adult; (b) serious suicidal potential; (c) threatened harm to another person; (d) court-ordered presentation of treatment.

12. Changes to the Privacy Policy

We may update this privacy statement at our sole discretion. The date of the last revision of this policy appears at the end of this page. We encourage you to periodically review this page for the latest information on our Privacy Policy and practices.

13. Contacting us

If you have any questions or concerns about this Privacy Policy or our privacy-related practices, please contact us by emailing support@easyslp.com.

14. International Users

We intend to provide our Services in the United States. Accordingly, this Privacy Policy, and our collection, use, and disclosure of your Personal Information (as defined below) is governed by U.S. law. We do not represent or warrant that the Website and Services, or any functionality or feature thereof, is appropriate or available for use in any particular jurisdiction. If you choose to access or use the Website and/or Services from outside the United States, you do so on your own initiative and at your own risk, and are responsible for complying with all local laws, rules and regulations. By using the Website and Services and submitting any Personal Information (Visitor Data, Onboarding Data, Account Registration Data) from outside the United States, you acknowledge that the Website and Services is subject to U.S. law and consent to the transfer of your Personal Information to the United States, which may provide a different level of data security than in your country of residence.