

## **PRIVACY POLICY**

This Privacy Policy governs the manner in which Global Reach Medical collects, uses, maintains, and discloses information collected from users (each a "User") of the [www.globalreachmedical.com](http://www.globalreachmedical.com) website ("Site"). This Privacy Policy applies to the Site and all products and services offered by Global Reach Medical.

### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, request a quote, place a service request order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features, or resources we make available on our Site. Users may be asked for name, email address, mailing address, and phone number, as appropriate. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

### **Non-personal identification information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer, and technical information about Users relating to the means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### **Web browser cookies**

We use cookies to compile aggregate data about website traffic and interaction so that we can offer better site experiences and content in the future. We use third-party companies, such as Google Analytics, to assist us in understanding our site visitors. If you prefer not to have cookies in use during your session, please set your browser to clear cache after your visit or configure your system so that cookies are not set.

### **How we use collected information**

Global Reach Medical may collect and use a User's personal information for the following purposes:

#### **1. To provide and improve customer service**

Information you provide helps us respond to your customer service requests, quote requests, and support needs more efficiently.

#### **2. To improve our Site**

We may use feedback you provide to improve our products and services.

#### **3. To process payments**

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

#### **4. To run a promotion, survey, or other Site feature**

To send Users information they agreed to receive about topics we think will be of interest to them.

#### **5. To send periodic emails and text messages**

We may use the email address to send a User information and updates pertaining to their service request. It may also be used to respond to their inquiries, questions, and/or other requests. If a User has given us his or her email address, they will receive emails that may include company news, updates, related product, or service information, etc. If at any time the User would like to opt-out from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email. We may use the mobile phone number to send text messages for the purpose of obtaining information necessary to manage your account or service request. Message and data rates may apply. No automatic messages will be sent, but a user may opt-out of text messaging by responding STOP to the text and our representatives will utilize an alternative communication channel to contact the User.

#### **How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Regarding your use of our website, you should understand that the open nature of the Internet is such that information and personal data may flow over networks connecting you to our systems without security measures and may be accessed and used by people other than those for whom the data is intended. Our site may, from time to time, contain links to and from the sites of our partner networks, advertisers, and affiliates. If you follow a link to any of these sites, please note that these sites have their own privacy policies and that we do not accept any responsibility or liability for these policies or sites. Please check these policies before you submit any personal data to these sites.

#### **Sensitive personal data and protected health information?**

If you choose to provide us with unsolicited sensitive personal data and protected health information ("PHI") through our website, you consent to our using the data, subject to applicable law as described in this privacy policy. The term "sensitive personal data" refers to the various categories of personal data identified by European and other data privacy laws as requiring special treatment, including in some circumstances the need to obtain explicit consent. The term "protected health information" refers to the definition according to the Health Insurance Portability and Accountability Act ("HIPAA"). For additional information please also refer to our Notice of Privacy Practice Policy by clicking the HIPAA link in the website footer.

#### **Retention of your data**

We will retain your personal data only for as long as is necessary. If you have an account with us, we will only keep the data while your account is active or for as long as needed to provide services to you and as further needed for us to comply with our global legal and contractual obligations.

#### **Sharing your personal information**

We do not sell, trade, or rent a User's personal identification, including your mobile number, information to others for any purpose, including marketing and promotional purposes. We may share generic aggregated demographic information not linked to any personal identification

information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

### **Links to external content**

The Global Reach Medical website may provide links to other third-party websites. Even if the third-party is affiliated with Global Reach Medical, we are not responsible for the privacy policies, practices, or content of such external links. These links are provided to you for convenience purposes only, and you access them at your own risk.

### **CCPA Privacy Rights**

If you are viewing this Site from anywhere in California, we would like to make sure you are fully aware of all your data protection rights. Under the CCPA, among other rights, California consumers have the right to:

- Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.
- Request that a business delete any personal data about the consumer that a business has collected.
- Request that a business that sells a consumer's personal data, not sell the consumer's personal data.

If you make such a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

### **GDPR Data Protection Rights**

If you are viewing this Site from anywhere in Europe, we would like to make sure you are fully aware of all your data protection rights. Every User is entitled to the following:

- You have the right to request copies of your personal data. However, we may charge you a small fee for this service.
- You have the right to request that we correct any information you believe is inaccurate.
- You also have the right to request that we complete any information you believe is incomplete.
- You have the right to request that we erase your personal data, under certain conditions.
- You have the right to request that we restrict the processing of your personal data, under certain conditions.
- You have the right to object to our processing of your personal data, under certain conditions.
- You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

### **Changes to this privacy policy**

Global Reach Medical has the discretion to update this Privacy Policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the

personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

By using this Site, you signify your acceptance of this Privacy Policy and the terms of service. If you do not agree to this Privacy Policy, please do not use our Site. Your continued use of the Site following the posting of changes to this Privacy Policy will be deemed your acceptance of those changes.

**Contacting us**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Global Reach Medical, LLC  
P.O. Box 1373  
Jupiter, Florida 33468  
Phone: 561.849.4399  
[contact@globalreachmedical.com](mailto:contact@globalreachmedical.com)

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