

# myHealthPointe PRIVACY NOTICE

LAST UPDATE DATE: DECEMBER 10, 2021

## Introduction

Netsmart Technologies, Inc. (“**Netsmart**”) respects your privacy and is committed to protecting it through our compliance with this privacy notice (“**Privacy Notice**”). The purpose of this Privacy Notice is to inform you about the types of information you may provide to us and our practices for collecting, using, maintaining, protecting, and disclosing that information.

## Applicability

This Privacy Notice applies only to the services (“**Services**”), such as our software, mobile applications, websites, electronic healthcare record systems, healthcare provider customer portal, etc. for the myHealthPointe application. Your healthcare provider and any affiliates and subsidiaries may have separate websites, subdomains, and applications through other web, mobile, or cloud platforms which are not subject to this Privacy Notice. We encourage you to read the privacy notices of all websites and applications that you visit and understand their privacy practices.

## Personal Information We Collect

Personal information is any information accessed, collected, or used by Netsmart or your healthcare provider that identifies an individual, or can reasonably be used to identify an individual, whether directly or indirectly (“**Personal Information**”). Upon your request or with your consent, your healthcare provider may share Personal Information about you with Netsmart to provision and maintain Services. When you use the myHealthPointe application, we may collect additional Personal Information about you to provide Services and improve your experience with the myHealthPointe application.

Personal Information we may collect about you include, but are not limited to, the following categories:

Personal Information Category	Description
Personal Identifiers	Personal identifiers can be used to identify, contact, or locate a single individual or can be used with other sources to identify a single individual. This information includes, but is not limited to, name, address, data of birth, telephone and fax number, email address, medical record number, account number.
Online Identifiers	Online identifiers can be used to identify a single individual by associating information traces an individual leaves when operating online. This may include userID, information relating to the device, applications or protocols that an individual is using to access MyHealthPointe application.
Biometric Information	We may collect biometric data through connected Bluetooth devices that are enabled by the user. These types of devices are for example: blood pressure cuff, heart rate monitors, smart scales, etc. This information is used by your healthcare and medical providers.
Protected Health Information (PHI)	Protected health information (PHI) is any information in the medical record or designated record set that can be used to identify an individual and that was created, used, or disclosed while providing a health care service such as diagnosis or treatment. This includes any health information provided by the patient in free text format.
Geolocation Information	Information that can be used to identify your electronic device's physical location.

Financial Information	If a provider is connected to CardConnect, we have the ability for individuals to pay their invoice balance. The card information is collected and then passed to a third-party payment processor.
Protected Characteristics	Under federal law, protected characteristics include race, color, national origin, religion, gender (including pregnancy), disability, age (if the employee is at least 40 years old), and citizenship status.

## How We Use Personal Information We Collect

We use Personal Information collected in an effort to provide Services, improve your experience with the myHelathPointe application, and communicate with you about information that you request from Netsmart. We may also use Personal Information to:

- Provision Services to enable the use of MyHealthPointe application
- Provide Services to your healthcare provider
- Respond to user service requests and administer user accounts
- Perform diagnostic and troubleshooting
- Respond to your privacy requests
- Conduct research and analysis

With regards to Personal Information shared by your healthcare provider, Netsmart will only use such information in accordance with any instructions or restrictions provided to Netsmart by your healthcare provider, as defined in our services agreement.

## How We Use Tracking Technologies

We use various technologies to collect Personal Information about users of the myHealthPointe application. These tracking technologies are used to activate user's services, perform application diagnostics, troubleshoot application failures, improve the application functionality, perform data analysis and data audits. These technologies include, but are not limited to, the following:

Category	Description
Web Server Data	When you access or use our Services, we may track information to administer our Services and analyze its usage. We gather certain information automatically and store it in log files. This information may include IP addresses, browser type, internet service provider, referring/exit pages, operating system, date/time stamp and/or clickstream data.
Cookies	Cookies uniquely identify your device or user account associated with our Services. You can control the use of cookies by adjusting your browser preferences at any time. If you reject cookies, you may still use our Services, but your ability to use some features or areas of our MyHealthPointe application may be limited.

Geo-location Services	When you enable a location-based service, we may collect information about your location for troubleshooting in the event of a service failure for the user with MyHealthPointe application.
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## How We Share Personal Information with Third Parties

We do not sell your Personal Information to third parties. We do not share your Personal Information with third parties for their promotional or marketing purposes. We may disclose Personal Information that we collect, as described in this Privacy Notice, with third parties who support our business (i.e., contractors, service providers, business partners, etc.) to:

- Comply with legal requirements and corporate transactions.
- Enforce applicable Terms of Service, including investigation of potential violations
- Detect, prevent, or otherwise address fraud, security, or technical issues
- Protect against harm to the rights, property or safety of our users, Netsmart, or the public as required or permitted by law
- Engage in merger, acquisition, reorganization, or sale of all or portion of Netsmart's assets.
- Comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- For any other purpose disclosed by us when you provide your Personal Information.

## Protection of Your Personal Information

We have implemented measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. We use physical, electronic and administrative safeguards to protect your Personal Information. The safety and security of your Personal Information also depends on you. Where we have given you (or where you have chosen) a password for access to the myHealthPointe application, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## Retention of Your Personal Information

We will retain your Personal Information as needed to provide Services and as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

## Your Individual Privacy Rights

Please contact your healthcare provider to exercise your individual privacy rights. Based on applicable laws and regulations, Netsmart is not permitted to fulfill your privacy rights as it relates to the Services described in this Privacy Notice.

## Changes to our Privacy Policy

We reserve 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 Privacy Notice on the MyHealthPointe application website and update the policy's "Last Modified" date. You are responsible for regularly reviewing the terms of the Privacy Notice to stay informed of changes or modifications of the Privacy Notice.

## How to contact us

We understand you may have questions regarding this Privacy Notice and our use of your Personal Information. You may contact us at:

**Mail:** Netsmart Technologies, Inc., Attn: Privacy Office, 11100 Nall Ave, Overland Park, KS, 66211

**Email:** [privacy@ntst.com](mailto:privacy@ntst.com),

**Phone:** (800) 842-1973 and select the Privacy Office option for any privacy-related questions.