

Effective Date: 1.1.2021

California Consumer Privacy Act Rights

The information in this California Consumer Privacy Act Rights section applies only to California consumers. Any terms defined in the California Consumer Privacy Act of 2018 (“CCPA”) have the same meaning when used in this California Consumer Privacy Act Rights section.

Personal Information We Collect

We may collect, and in the past 12 months have collected, the following categories of personal information:

- Identifiers (such as name, address, email, cookies, IP address, and date of birth)
- Categories of personal information listed in the California Customer Records statute (such as phone number, credit card number, and education)
- Characteristics of protected classifications under California or federal law (such as military or veteran status and race)
- Commercial information (such as purchase history)
- Internet or other electronic network activity information (such as interaction with our Sites)
- Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)) (such as test scores, GPA, course enrollments, and transcripts)
- Audio, electronic, visual, thermal, olfactory, or similar information (such as recorded voice, recorded video, and photos)
- Professional or employment-related information (such as employer information and job title)

Purposes for which Personal Information Will Be Used

We may use personal information for the following purposes:

- provide you with and personalize our products and services;
- create and manage your account, process your orders, and provide you customer service;
- maintain our internal records and otherwise manage our business;
- send you newsletters and advertisements and otherwise correspond with you about products, services, events, and other organizations that we think may interest you;
- ask for your reviews and testimonials and send you surveys and questionnaires;
- improve our products, services, and Site;
- perform research and analysis about your use of or interest in our products and services, the products or services offered by others, and our Site, and develop new products and services;
- detect, prevent, or investigate illegal activity or misuse of our products or services and enforce our legal rights; and
- perform functions as otherwise described to you at the time of collection.

Personal Information Sold or Disclosed for a Business Purpose

We do not sell personal information of California consumers and have not sold personal information of California consumers in the preceding 12 months.

We may disclose personal information to a third party for a business purpose. In the preceding 12 months, we may have disclosed the following categories of personal information for a business purpose:

- Identifiers
- Categories of personal information listed in the California Customer Records statute
- Characteristics of protected classifications under California or federal law
- Commercial information
- Internet or other electronic network activity information
- Non-public education information

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- Audio, electronic, visual, thermal, olfactory, or similar information
- Professional or employment-related information

Your Right to Know

You have the right to request that we disclose information to you about our collection, use, disclosure, and sale of your personal information in the 12-month period preceding your request. Once we receive and confirm your verifiable consumer request, then subject to exceptions provided under the CCPA, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources from which we collected your personal information.
- The business or commercial purpose for collecting or selling your personal information.
- The categories of third parties with whom we shared your personal information.
- The specific pieces of personal information we collected about you.
- If we disclosed your personal information for a business purpose, the categories of personal information that was disclosed to each category of recipient.

Your Right to Deletion

You have the right to request that we delete your personal information that we have collected or maintained, subject to exceptions provided under the CCPA. Once we receive and confirm your verifiable consumer request, then unless an exception applies, we will delete your personal information from our records and direct our service providers and other vendors to delete your personal information from their records.

Your Right to Non-Discrimination

You have the right not to receive discriminatory treatment by us for the exercise of the privacy rights conferred by the CCPA.

Submitting Requests

To exercise your right to know or right to deletion described above, please submit a verifiable consumer request to us by:

- Calling us at [504.609.3304](tel:504.609.3304); or
- Submitting an online form located at ccpa_inquiries@restorixhealth.com

You may only make a verifiable consumer request to know twice within a 12-month period. You may, by providing a written and signed authorization, authorize another person to submit requests on your behalf, and you may submit requests on behalf of your minor child.

Our Response to Your Request

We will verify your identity before fulfilling your request. We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 45 additional days), we will inform you of the reason in writing. We will deliver our written response by mail or electronically. If we are unable to comply with a request, our response will explain why.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Accessibility of this Privacy Policy

Commercially available screen reader programs should be able to read this Privacy Policy. As a web page, this Privacy Policy may be printed as a document. Please contact us

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at ccpa_inquiries@restorixhealth.com to inquire about access to this Privacy Policy in an alternative format.

Users Outside of the United States and Canada

By providing personal information to this Site, you understand and consent to the collection, maintenance, processing and transfer of such information in and to the United States and other countries and territories, in accordance with applicable law. You may request that we delete personal information collected from you at the Site by sending an email to ccpa_inquiries@restorixhealth.com requesting such deletion. There may be circumstances when we may need to retain your information, such as when you are receiving services from us.

Changes to this Privacy Policy

We will update this Privacy Policy from time to time. When we post changes to this Privacy Policy, we will revise the "Effective Date" at the top of this Privacy Policy. We recommend that you check our Site from time to time to inform yourself of any changes in this Privacy Policy or any of our other policies.

Contact Us

If you have any questions or comments regarding this Privacy Policy or our privacy practices, you may contact us by email or mail at the following address:

ccpa_inquiries@restorixhealth.com

3445 North Causeway Drive
Suite 600
Metairie, LA 70002
Attention: Legal Department