

Privacy Policy

Effective Date: June 4, 2026

This Privacy Notice describes how Docs That Care, LLC. (“Docs That Care”) uses, discloses, and protects the personal information we collect through the Docs That Care website, docsthatcare.com

DOCS THAT CARE PRIVACY NOTICE

Effective Date: June 4, 2026

This Privacy Notice describes how Docs That Care, LLC. (“**Docs That Care**”) uses, discloses, and protects the personal information we collect through the Docs That Care website, docsthatcare.com

Key Privacy Points

We hope you read this entire Privacy Notice for full detail, but here are some key points:

- Docs That Care does not presently provide medical advice.
- Instead, we help individuals establish and maintain a relationship with certain third-party healthcare providers (“**Healthcare Providers**”). We also provide some non-medical services and information to our users.
- We ask new users some initial qualifying questions about themselves and their health. These questions were approved by the relevant Healthcare Providers. If the answers to those questions meet certain criteria specified by a Healthcare Provider, the Healthcare Provider will invite the user to schedule an initial appointment and establish an account on the Healthcare Provider’s own patient portal (the “**Patient Portal**”), which is not operated by Docs That Care or Docs That Care’s service providers. The Patient Portal may have the Docs That Care logo, but it is operated by the Healthcare Provider or its service providers.
- At the Patient Portal, the user will answer a more detailed questionnaire designed by the Healthcare Provider, which will request additional medical information and other personal information.
- Payment, diagnosis, and any provision of telehealth will happen through the Patient Portal and other services operated by the Healthcare Provider or its service providers (collectively with the Patient Portal, the “**Healthcare Provider Sites**”), not through Docs That Care’s site. Diagnosis or treatment may also require obtaining lab work or prescriptions through third-party labs and pharmacies that are not operated by or for Docs That Care (collectively, “**Third Party Suppliers**”).
- The user’s relationship with the Healthcare Provider, and the user’s use of the Patient Portal and other Healthcare Provider Sites, are subject to the privacy policies and practices of the Healthcare Provider and its service providers, not this Privacy Notice, even though the Docs That Care logo may appear on the Patient Portal.
- The user’s relationship with Third Party Suppliers is subject to the privacy policies and practices of the Third Party Suppliers and their service providers, not

this Privacy Notice (regardless of whether the Docs That Care logo appears as part of the user's interactions with them).

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1. Information We Collect

1. Information You Provide to Us:

You may provide the following types of information to us:

- Name, contact details;
- Basic health or medical information;
- Other content you provide when interacting with our services.

2. Information We Collect on docsthatcare.com with Cookies and Other Technology
Through docsthatcare.com, we and third parties may collect information from your computer or other device by automated means such as cookies, web beacons, local storage, JavaScript, mobile-device functionality and other computer code. This information may include unique browser identifiers, IP address, browser and operating system information, device identifiers (such as advertising identifiers), other device information, Internet connection information, as well as details about your interactions with docsthatcare.com (for example, the URL of the third-party website from which you came, the pages on our website that you visit, and the links you click on in a website). In some cases (such as certain cookies), the tools described here involve storing unique identifiers or other information on your device for later use.

What Are Cookies? Cookies are small text files that are stored on your device (computer, tablet, smartphone, etc.) when you visit a website. They help the website recognize your device and store information about your preferences or past actions.

Types of Cookies We May Use

1. **Necessary Cookies:** These cookies are essential for the operation of our website. They enable you to navigate the site and use its features, such as accessing secure areas.
2. **Performance Cookies:** These cookies collect information about how visitors use our website, such as which pages are visited most often. This helps us improve the way our website works.

3. Functionality Cookies: These cookies allow our website to remember choices you make (such as your username, language, or the region you are in) and provide enhanced, more personalized features.

4. Targeting/Advertising Cookies: These cookies are used to deliver advertisements more relevant to you and your interests. They are also used to limit the number of times you see an ad and to help measure the effectiveness of advertising campaigns.

How to Manage Cookies Most web browsers allow you to control cookies through their settings preferences. However, if you choose to disable cookies, it may affect the functionality and features of our website. To learn more about cookies and how to manage or delete them, visit www.allaboutcookies.org.

Third-Party Cookies We may also use third-party cookies from service providers to help us analyze website usage, track our marketing efforts, and deliver advertisements. These third-party cookies are subject to the respective privacy policies of the third-party providers.

Changes to This Cookies Notice We may update this Cookies Notice from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Please revisit this Cookies Notice regularly to stay informed about our use of cookies.

3. Information Received From Healthcare Providers

Your Healthcare Provider and its Healthcare Provider Sites may share personal information about you with us, such as health or medical information, and we will receive details about payments you make. Our handling of personal information we receive from them is subject to our agreements with the Healthcare Provider.

2. Use of Information Docs That Care uses personal information for the following purposes:

- Manage and improve Docs That Care' services generally, including to provide services to you and to the Healthcare Providers;
- Customize content on our website, across the Internet and elsewhere;
- Send you confirmations, updates, alerts, and support and administrative messages;
- Conduct business operations such as marketing, auditing, security, fraud prevention, invoicing and accounting, analytics, and research and development;
- Protect against, identify, investigate, and respond to misuse of our website or other unlawful behavior;
- Address legal requirements;
- Establish, exercise, or defend our legal rights; and
- Create appropriately aggregated or de-identified information (which we can use and disclose for any purpose).

3. Disclosure of Information Docs That Care may disclose your information as follows:

- To Healthcare Providers, Healthcare Provider Sites, and Third Party Services: We may disclose personal information to these entities.
- To vendors and service providers: We disclose information to companies that provide services to us, such as providers we may engage to host or operate our website, analyze data, or provide customer service, data storage, marketing, analytics, security, or fraud prevention.
- To affiliates: We may disclose information to current or future parents, subsidiaries, affiliates, and other companies under common control or ownership with Docs That Care.
- In connection with legal matters: We may disclose information when we believe disclosure is appropriate due to a subpoena or similar investigative demand, a court order, or other request from a law enforcement or government agency, or as otherwise required by law.
- For the protection of Docs That Care and others: We may disclose information when we believe disclosure is appropriate in connection with efforts to investigate, prevent, or take other action regarding illegal activity, suspected fraud or other wrongdoing; to protect and defend the rights, property or safety of our company, our employees, our customers, or others; and to enforce our contracts.
- In connection with corporate transactions: We may disclose your information as part of, or to take steps in anticipation of, a sale of all or a portion of our business, a divestiture, merger, consolidation, asset sale, bankruptcy, or other significant corporate event.
- In other situations: We may also disclose your information in other situations where legally permitted.

4. Your Rights and Choices *Use of Personal Information for Marketing* We may use your personal information, including your email address, to send you marketing communications that we believe may be of interest to you. These communications may include information about our services, promotions, and other updates. You will only receive such communications if you have opted in to receive them, either by providing your consent when registering on our platform or by subscribing to our mailing list. Our site uses a third-party service to match browser cookies to your mailing address. We then use another company to send special offers through the mail on our behalf. Our company never receives or stores any of this information, and our third parties do not provide or sell this information to any other company or service. To opt out of receiving our direct mail, you may send us an email at support@docsthatcare.com Please understand that it may take up to **30 days** for such mailings to end.

Opting Out of Marketing Communications

If you no longer wish to receive marketing communications from us, you can opt-out at any time by clicking the unsubscribe link in any of our marketing emails or by contacting us at support@docsthatcare.com Please note that even if you opt out of receiving

marketing emails, you may still receive non-marketing emails, such as those related to your account or services you have requested.

Third-Party Marketing

We do not share your personal information with third parties for their marketing purposes without your explicit consent. However, we may use third-party service providers to send marketing emails on our behalf. These service providers are obligated to protect your personal information and only use it for the purpose of sending communications on our behalf.

Data Retention

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including sending you marketing communications, or as required by applicable laws.

1. Marketing Communications

You can unsubscribe from Docs That Care marketing emails by clicking the unsubscribe link in a marketing email or contacting us at privacy@docsthatcare.com

2. Cookies and Other Similar Technologies

You can make certain choices regarding the use of cookies and similar technologies through the settings on each browser you use to access our Site. If you replace, change, upgrade or reset your browser or device, or delete your cookies, or if you use a browser that automatically clears your cookies, you may need to use those tools again. You may be able to set your browser to refuse certain types of cookies, or to alert you when certain types of cookies are being used. Some browsers offer similar settings for HTML5 local storage and other technologies too. However, if you block or otherwise reject all cookies, local storage, JavaScript or other technologies, certain websites may not function as expected. We may work with partners that collect personally identifiable information over time about your use of this site and different websites. We do not respond to browser-based do-not-track signals.

3. SMS communications

Collection of Phone Numbers

When you provide your mobile phone number to Docs That Care, we collect this information to send you SMS messages, including both marketing and informational communications. This may include health tips, promotional offers, and other messages related to our services. By providing your mobile phone number and opting in, you consent to receive these communications.

Cart Abandonment Tracking

We use cookies, pixels, and similar tracking technologies to monitor activity on our site, including when a user adds items to their cart and does not complete a purchase. This data may be used to determine when a cart has been abandoned and, with your consent, to send cart reminder SMS messages.

Use of Phone Numbers

The phone number you provide will be used solely for the purposes of sending SMS messages as described above. We may also use your phone number to verify your identity, respond to your inquiries, and ensure the proper delivery of services.

Storage of Phone Numbers and Related Data

Docs That Care securely stores your phone number and any related data in accordance with industry standards and applicable laws. Your phone number and related data are kept for as long as necessary to fulfill the purposes for which they were collected, or as required by law.

Sharing of Phone Numbers and Related Data

We do not share your phone number with third parties for their marketing purposes without your explicit consent. We may share your phone number with service providers who assist us in delivering SMS messages, but these providers are contractually obligated to use your information solely for providing the services we have requested.

User Rights and Managing Communication Preferences

You have the right to manage your communication preferences, including opting out of SMS messages. If you no longer wish to receive SMS messages from Docs That Care, you may opt out at any time by replying "STOP" to any message you receive. After opting out, you may receive one final message confirming your opt-out request. Please note that if you opt out of marketing SMS messages, you may still receive essential service-related messages. If you change or deactivate your mobile phone number, it is your responsibility to update your account information to prevent us from sending messages to the wrong number. You can update your contact information or request assistance by contacting us at support@docsthatcare.com

Protection of Your Data

Docs That Care takes the security of your personal information seriously. We implement various security measures to protect your phone number and related data from unauthorized access, disclosure, or misuse. However, no system can be completely secure, and we cannot guarantee the absolute security of your information.

Changes to SMS Communication Practices

We may update our SMS communication practices from time to time. If there are significant changes to how we use or manage your phone number and related data, we will notify you in accordance with the "Updates and Changes to this Notice" section of this Privacy Policy.

5. Protection of Information

To help protect personal information, Docs That Care has put in place certain physical, technical, and administrative safeguards. However, we cannot assure you that data that we collect under this Privacy Notice will never be used or disclosed in a manner that is inconsistent with this Privacy Policy. After answering our initial brief questionnaire on

docsthatcare.com, please use only the Healthcare Provider Sites for providing them with health or medical information.

6. Children

Our services are intended for use only by adults. We do not knowingly collect personal information from children. If you are a parent or legal guardian and think your child under 18 has given us personal information, please contact us at privacy@docsthatcare.com

7. Updates and Changes to this Notice

We may update this Privacy Notice from time to time, such as to reflect changes in our practices or for legal reasons. We will post those changes here or on a similarly accessible page on docsthatcare.com .

8. Contacting Us

If you have any questions or comments regarding Docs That Care' privacy practices, or to submit a privacy request or complaint to Docs That Care, please email our privacy team at privacy@docsthatcare.com You also have the right to make privacy requests directly to your Healthcare Provider, as described in its privacy policies.

All above exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Docs That Care Consumer Health Data Privacy Policy

Last Updated: June 4, 2026

This Consumer Health Data Privacy Policy supplements the Docs That Care [Privacy Notice](#) (the "Privacy Notice") and applies to personal data defined as "consumer health data" ("CHD") by the Washington state My Health My Data Act ("MHMDA") and Nevada's Consumer Health Data Privacy Law ("Nevada CHD Law"). Undefined capitalized terms have the meaning in the Privacy Notice. Much of our processing of CHD is subject to the Health Insurance Portability and Accountability Act ("HIPAA") and thus is exempt from the MHMDA and the Nevada CHD Law. However, in the spirit of transparency, this Privacy Policy also describes some of our HIPAA-regulated activities and other activities for which these state laws do not require us to provide a privacy policy.

Categories of CHD Collected

As described further in our [Privacy Notice](#), and depending on applicable law and how you interact with Docs That Care, we may collect the following categories of CHD, as broadly defined in the MHMDA and Nevada CHD Law:

- *Individual health conditions, treatment, diseases, or diagnoses:* E.g. in connection with you seeking healthcare services or medications through Docs That Care.

- *Social, psychological, behavioral, and medical interventions:* E.g. through collection of your medical history as part of the treatment services you seek through Docs That Care.
- *Health-related surgeries or procedures:* E.g. through collection of health-related surgeries or procedures within your medical history as part of the treatment services you seek through Docs That Care.
- *Use or purchase of prescribed medication:* E.g. through your purchase of medication through Docs That Care or through the medical history you provide.
- *Bodily functions, vital signs, symptoms, or measurements of health information:* E.g. as part of you seeking healthcare services or medications through Docs That Care.
- *Diagnoses or diagnostic testing, treatment, or medication:* E.g. as part of the medical history collected by Docs That Care, or when you otherwise seek healthcare services or medications through Docs That Care.
- *Gender-affirming care information:* E.g. as part of the medical history collected by Docs That Care, or when you otherwise seek healthcare services or medications through Docs That Care.
- *Reproductive or sexual health information:* E.g. as part of the medical history collected by Docs That Care, or when you otherwise seek healthcare services or medications through Docs That Care.
- *Genetic data:* E.g. where such information is included in medical history collected by Docs That Care.
- *Data that identifies a consumer seeking health care services:* E.g. as part of the medical history collected by Docs That Care, or when you otherwise seek healthcare services or medications through Docs That Care.
- *Other information that may be used to infer, derive, or extrapolate data related to the above or other health information.*

Sources of CHD

As described further in our [Privacy Notice](#), we collect information, which may include CHD from the following sources: (1) directly from you; (2) automatically through your use of the Services; (3) social media and other content platforms; and (4) other third-party sources.

Purposes for Collection of CHD

We describe the purposes for collection and use of CHD in the “Use of Information” section of our Privacy Notice. As further described there and subject to applicable law (including, where required, your consent), we may collect and use CHD (1) to provide our services (including analyzing, managing, protecting, and improving the services; (2) for advertising and marketing; and (3) to address legal matters, such as to comply with laws or to establish, exercise, or defend our legal rights. We may also use your as CHD for other purposes you authorize.

How and Why We Share CHD

We may share each of the categories of CHD described above for business purposes to the categories of entities described in the “Disclosure of Information” section of our Privacy Notice. As further described in our Privacy Notice and subject to applicable law (and, where legally required, your consent), we may share the categories of CHD:

- to deliver products and services to you, including to complete any transactions initiated by you or to implement your use of our communication tools (such as by facilitating your post on a forum page or your message to another user);
- to ensure a consistent level of service across our products and services;
- to enhance our products, services, and your customer experience;
- to protect Docs That Care and others, including to enforce our Terms and Conditions, Privacy Notice, or other contracts with you, and for fraud prevention;
- to comply with our legal obligations;
- in connection with any negotiation or completed acquisition, merger, or purchase involving our business assets
- to create Aggregate/De-Identified Data; and
- for other reasons at your direction or with your consent.

As further described in our Privacy Notice, and subject to applicable law (e.g. subject to your consent in certain situations), we may share CHD with the following categories of third parties and affiliates:

- Healthcare Providers, Healthcare Provider Sites, and Third Party Services, such as medical practitioners, labs or pharmacies;
- Affiliates (parent companies, subsidiaries, sister companies, or others in our corporate family);
- Vendors and service providers;
- Other entities to whom disclosure is made:
 - For the protection of Docs That Care and others (e.g. to governmental or regulatory agencies);
 - For legal purposes (e.g. to governmental entities in response to legal process);
 - In connection with corporate transactions (e.g., to an acquirer of our business); or
 - At your direction or with your consent (such as sharing with other users/ public if you post in public forums or interact with other users).

How To Exercise your MHMDA or Nevada CHD Law Rights

Subject to exceptions, the MHMDA and Nevada CHD Law extend certain rights relating to CHD. Depending on your jurisdiction and situation, this may include rights (1) to confirm whether Docs That Care is collecting, sharing or selling your CHD; (2) to access your CHD; (3) to delete your CHD; and (4) to withdraw your consent to the collection or sharing of your CHD. You can seek to exercise these rights by emailing us at privacy@docsthatcare.com. Depending on the nature of your request, we may contact you for further information if appropriate to authenticate your identity. **Note, however, that Docs That Care will never ask you for sensitive personal or financial information when authenticating your identity, and no Docs That Care employee will ask you to tell them your password.** If we deny your request in whole or in part and the MHMDA or Nevada CHD Law applies to our handling of your CHD, you may appeal that decision by emailing us at privacy@docsthatcare.com. If you are a resident of Washington and your appeal is denied, you can contact the Washington State Attorney General at www.atg.wa.gov/file-complaint. If you are a resident of Nevada and your appeal is denied, you can contact the Nevada Attorney General at https://ag.nv.gov/Complaints/File_Complaint/.

Updates to this CHD Policy

We reserve the right to change this CHD Policy at any time to reflect changes in the law, our data collection and use practices, the features of our services, or advances in technology. We will make the revised CHD Policy accessible from a link in the footer of [www.joinDocs That Care.com](http://www.joinDocsThatCare.com), so you should review it periodically. The date this CHD Policy was last revised is identified at the top of the document. Your continued use of our website after such amendments (and additional notice, where applicable) will be deemed your acknowledgment of these changes to this CHD Policy. You are responsible for periodically monitoring and reviewing any updates to the CHD Policy. If we make a material change to the CHD Policy, we will obtain your consent if legally required.

Contact Us

If you have any questions about this CHD Policy or Docs That Care' privacy practices, please contact us at privacy@docsthatcare.com.

Contact us at: support@docsthatcare.com