

Privacy Statement

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INTRODUCTION

Claim Services, Inc. ("Claim Services" "we" "our" "us") is a company that helps resolve medical claims and assists in obtaining healthcare benefits for our hospital clients.

This Privacy Statement describes the Claim Services' policies and practices regarding its collection and use of your personal information and sets forth your privacy rights.

This Privacy Statement applies to information that Claim Services may obtain when you visit www.claimservices.org (the "Site"). This Privacy Statement describes how we may collect, use, or share information about you; your choices regarding our use of your information; how we safeguard such information; and how you may contact us regarding our privacy practices.

This Privacy Statement is subject to change at our discretion. We will indicate changes to the Privacy Statement by updating the "Effective Date" at the top of this page. Your continued use of this Site after any update to this Privacy Statement will constitute your acceptance of the changes.

COLLECTION OF YOUR PERSONAL INFORMATION

Information you provide. We may obtain "personal information," which is information that may identify you as an individual, that you provide to us directly, for example, when you fill out our "Contact Us" form or upload certain information on the Site. The personal information you provide to us may include: name, job title, employer's name, work address, email, health insurance credentials, phone number, and any other information you voluntarily choose to submit to us. We may also collect and maintain records of communication with you to complete transactions, facilitate customer service, verify quality and service, detect and prevent fraud, defend ourselves from potential claims, and as otherwise permitted by law. In some cases, we may use a vendor or third-party to provide these services, and they may have access to records of your communication.

Information collected from third parties. From time to time, Claim Services may combine personal information that we collect from you on our Site with information we obtain from third parties. For example, the information collected from third parties may include further details on your employer or industry. To the extent that we combine information that we obtain from others with personal information you provide to us, we will treat the combined information as personal information in accordance with this Privacy

Statement. When submitting information to a third party, you are subject to that third party's terms of use and privacy policy.

Information collected automatically. Claim Services' Site may collect certain information automatically. We, and the vendors we work with, may use various tools and technologies like cookies and pixels to collect certain information such as Internet protocol (IP) addresses, the region or general location where your computer or device is accessing the internet, browser type, operating system and other usage information about the use of the Site.

Please note that we or other parties may collect personal information about your online activities over time and across different devices and online properties when you visit the Site. Your web browser may have settings that allow you transmit a "Do Not Track" signal when you visit various websites or use online services. Like many websites, our Site is not designed to respond to "Do Not Track" signals received from browsers.

HOW WE USE THE INFORMATION WE COLLECT

We use personal information we collect through various purposes including:

- to provide prospects and clients with services;
- to send marketing communications to you that we believe may interest you;
- preventing, investigating, identifying, or taking any other action with regard to any suspected or actual fraudulent or illegal activity or activity that violates our policies;
- complying with applicable laws, rules, regulations, and legal processes as well as our company policies; and.
- for any other purpose, with your consent.

SHARING PERSONAL INFORMATION

We may share the personal information we collect from you with our affiliates, business partners, and vendors. For example, your personal information may be stored in one or more databases hosted by vendors located in the United States or Claim Services may engage vendors to send emails to you, including information about our services.

In addition, we may share personal information:

- as permitted by law;
- in the event we sell or transfer all or a portion of our business assets (e.g., further to a merger, reorganization, liquidation, or any other business transaction), including negotiations of such transactions;
- where we determine that disclosure of specific information is necessary to comply with the request of a law enforcement or regulatory agency or other legal process;
- to enforce our policies or to protect legal rights, property, or safety; or
- with your consent or at your direction.

We do not sell personal information to anyone and only share it with third parties who are facilitating the delivery of our services.

SECURITY

We take reasonable measures to protect your personal information from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. Although we use reasonable efforts to safeguard personal

information, transmission via the Internet is not completely secure and we cannot guarantee the security of any information collected through the Site.

CALIFORNIA RESIDENTS

California's "Shine the Light" law permits customers in California to request certain details about how their personal information is shared with third parties and, in some cases, affiliates, if the personal information is shared for those third parties' and affiliates' own direct marketing purposes. We do not share personal information with third parties or affiliates for those third parties' or affiliates' own direct marketing purposes. California customers may request information about our compliance with this law by contacting us at mark@claimservices.org.

To make a request, please provide sufficient information for us to determine if this applies to you, attest to the fact that you are a California resident and provide your current California address to which we will send our response. Your inquiry must specify "California Privacy Rights Request" in the subject line of the email or the first line of the letter, and include your name, street address, city, state, and ZIP code. Please note that we are only required to respond to one request per customer each year.

CHILDREN'S DATA

Our Site is not intended for, nor targeted to, children under 13, and we do not knowingly request or collect personal information from any person under 13 years of age through the Site. If we learn that we have received information directly from a child who is under the age of 13, we will delete the information in accordance with applicable law.

LINKS TO THIRD-PARTY WEBSITES

Our Site may contain links to third-party websites or services. This Privacy Statement only applies to this Site. We are not responsible for the privacy practices of other online websites and platforms. Please note that if you visit a third-party website that is not operated by Claim Services, that third party may collect information about you. You should review the terms, policies, and settings of these online platforms to learn more about their data practices.

QUESTIONS, CONCERNS, OR COMPLAINTS

If you have questions, concerns, complaints, please contact us at:

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