

Privacy Policy

Protecting your private information is our priority. This Statement of Privacy applies to www.heycharlie.org and Hey,Charlie products such as mobile applications and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Hey,Charlie include www.heycharlie.org, “App(s)” and HC. The HC App(s) are a Addiction Prevention tools. By using HC app(s), you consent to the data practices described in this statement.

HC app(s) are designed to aid patients in their decision making. HC App(s) collect, store, analyze and reporting data; these practices are referred to in this Privacy Policy as the “Service”.

This Privacy Policy covers how HC, uses and discloses Personally Identifiable Information through the Site and App(s). PII includes information about you that is personally identifying such as your name, email address, and phone number and which is not otherwise publicly available. Your location’s legal definition of PII will apply to you under this Privacy Policy.

Hospitals, clinics, practices or other medical groups or healthcare systems that have contracted with HC to permit use of the Service by their respective Clinicians and Patients will be referred to as Medical Partners. Clinicians are practitioners, patient advocates, coaches or other individuals who (as employees of or contractors to a Medical Partner) provide healthcare or related services to Patients; and Patients are individual patients of the Medical Partner who receive medical treatments or other healthcare services from one or more Clinicians, or individuals who are properly authorized representatives of any such patient.

Through their provision of health care services to Patients, Clinicians and Medical Partners will have access to and be responsible for Patient PII and Patient Protected Health Information as defined by Health Insurance Portability and Accountability Act (HIPAA) Privacy Rules or other applicable laws. Clinicians and Medical Partners are responsible for the privacy and security of such information.

Collection of your Personal Information; Consent

In order to better provide you with products and services offered on our Site, HC may collect personally identifiable information, such as your:

- First and Last Name
- Mailing Address
- E-mail Address
- Phone Number
- Employer
- Job Title
- Patient Identifying Information (PII)
- Protected Health Information (PHI)

If you purchase HC's products and services, we collect billing and credit card information. This information is used to complete the purchase transaction.

HC may also collect anonymous demographic information, which is not unique to you, such as your:

- Age
- Gender
- Race
- Religion
- Political Affiliation
- Household Income

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through HC's public message boards, this information may be collected and used by others.

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the Site. These may include: (a) registering for an account on our Site; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services on our Site. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

We may also collect information about your contacts list, communications you have with your contacts, and your locations when communicating with your contacts.

Use of your Personal Information

HC collects and uses your personal information to operate its website(s) and deliver the services you have requested.

HC may also use your personally identifiable information to inform you of other products or services available from HC and its affiliates. HC uses for PII include providing the Service, communicating with users, Patients and Medical Partners, creating user profiles, and aggregating de-identified information.

Sharing Information with Third Parties

HC does not sell, rent or lease its customer lists to third parties.

HC may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to HC, and they

are required to maintain the confidentiality of your information. HC will not share any PHI or PII unless permitted by law.

HC may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on HC or the site; (b) protect and defend the rights or property of HC; and/or (c) act under exigent circumstances to protect the personal safety of users of HC, or the public.

Your PII/PHI may be shared with your Medical Partner. We may disclose your PII as well as de-identified information to third party vendors who help us operate the Site. These third parties are contractually obligated to maintain the confidentiality of your PII consistent with the terms of this Privacy Policy and to comply with the applicable data protection laws.

Identifiable information about your contacts will never be shared with anyone under any circumstances.

Links to Third-Party Websites

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Disconnecting your HC Account from Third Party Websites

You may be able to connect your HC account to third party accounts. BY CONNECTING YOUR HC ACCOUNT TO YOUR THIRD PARTY ACCOUNT, YOU ACKNOWLEDGE AND AGREE THAT YOU ARE CONSENTING TO THE CONTINUOUS RELEASE OF INFORMATION ABOUT YOU TO OTHERS (IN ACCORDANCE WITH YOUR PRIVACY SETTINGS ON THOSE THIRD PARTY SITES). IF YOU DO NOT WANT INFORMATION ABOUT YOU, INCLUDING PERSONALLY IDENTIFYING INFORMATION, TO BE SHARED IN THIS MANNER, DO NOT USE THIS FEATURE. You may disconnect your account from a third party account at any time. Users may learn how to disconnect their accounts from third-party websites by visiting their "My Account" page. Users may also contact us via email.

Tracking User Behavior; Automatically Collected Information

Information about your device's hardware and software may be automatically collected by HC. This information can include, but is not limited to,: your IP address, browser type, domain names, operating system, access times, referring website/app addresses, etc.. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the HC website.

Security of your Personal Information

HC secures your personal information from unauthorized access, use, or disclosure. HC uses the following methods for this purpose:

- SSL Protocol
- Firewalls and end-to-end encryption protect your PII from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its security. We will retain PII for as long as necessary to provide our services, but no later than 6 years following termination of Services

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

Children Under Thirteen

HC does not knowingly collect personally identifiable information from children under the age of thirteen. This service is meant for people over the age of 18.

Your California Privacy Rights; California Do Not Track Disclosures

If you are a California resident, California Civil Code Section 1798.83 permits you to request information regarding the disclosure of your Personal Information by HC or its subsidiaries to a third party for the third party's direct marketing purposes. Since we do not make such disclosures, we are exempt from these reporting requirements.

Your browser may offer you a "Do Not Track" option, which allows you to signal to operators of websites and web applications and services (including behavioral advertising services) that you do not wish such operators to track certain of your online activities, over time and across different websites. We do not honor "Do Not Track" signals.

E-Communications

From time to time, HC may notify you for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open any communication from HC or click on a link therein.

External Data Storage Sites

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

Agreement

Using our Site or our Service, and/or by providing PII to HC, you hereby accept and expressly consent to our use and disclosure of your PII in accordance with the terms of this Privacy Policy and applicable law. You will not be able to access the Service if this information is not provided.

Changes to this Statement

HC reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our site, and/or by updating any privacy information on this page. Your continued use of the Site and/or Services available through this Site after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

Withdrawing Consent

You may withdraw your consent to further use of your PII by emailing a request to us at emily@heycharlie.org. We will respond to your request in accordance with the law that applies to you.

Your PII which we processed prior to your request will not undergo further processing without your permission, but may not be deleted from our records. Information collected by tracking technologies or used internally to recognize you and/or facilitate your visits to the Site or App(s), or information we may keep to comply with legal requirements may not be deleted.

Accessing Your Information

You may access, change, or delete your PII by contacting us. We invite you to assist us in preserving the accuracy of your information by notifying us of any changes to your information by email to Emily@heycharlie.org.

Contact Information

HC welcomes your questions or comments regarding this Statement of Privacy. If you believe that HC has not adhered to this Statement, please contact HC at:

Hey,Charlie
24 Union Ave # 11
Framingham, Massachusetts 01702

Email Address:
Emily@heycharlie.org

Telephone number:

Effective as of June 04, 2018