

Renaissance Ranch understands the necessity of protecting the privacy of your data when you visit our website. The following outlines how we protect your personal information collected with your visit to our site. Renaissance Ranch may update our statement on occasion as new programs, services and processes are implemented.

Renaissance Ranch does not collect information, including email addresses, from you without asking first. In some instances, we may request you to supply information personally, which could include contact information like your email, street address, phone number or other information. This serves to personalize your visit to our site to make it more beneficial for you. It is completely voluntary for you to provide this information, but when you do, we make the assumption you have agreed to our use of that data under accordance with this privacy policy.

Renaissance Ranch does not intentionally use, collect or disclose patient information on its website that is personally identifiable. You should not post information on our website that could be used to identify you. If we discover we have personal information, we will begin the process to delete the data as quickly as possible.

You must be at least 18 years old to receive permission from us to use our website. We will not intentionally or knowingly collect personally identifiable information about visitors under the age of 18.

When Information is Provided

When you share information with us voluntarily, that is implied consent for the collection and use of your data by our practice. Renaissance Ranch will not rent or sell personal data we collect on this website to anyone.

Renaissance Ranch may also collect non-personal information provided by your browser when you request a page view from your server. This information may include your browser time, IP address and access times. Renaissance Ranch uses this information for supporting website operations and to evaluate traffic patterns for our website.

Some of the statistics Renaissance Ranch may collect and use includes volume, traffic patterns, referral sources, login activity and other information related to our website to support our operations. The information may be shared with third parties, but will not include personally identifiable data of any kind. Renaissance Ranch may disclose information in special cases where required, such as: 1. Follow legal requirements; 2. Defend or protect our property and rights; 3. Enforce our Terms and Conditions of Use; 4. Protect our users' interests.

Occasionally, Renaissance Ranch may be required by law enforcement or the legal system to provide personal information to the appropriate authorities. This information will be disclosed with a court order, subpoena or to otherwise cooperate with an investigation conducted by law enforcement. Renaissance Ranch reserves the right to report activities we believe to be unlawful to the proper authorities or law enforcement agencies.

Renaissance Ranch reserves the right to send mail or email regarding products or services to the personal information you have voluntarily provided. If you do not wish to receive these communications, we will provide instructions to easily indicate that desire as well.

Use of Cookies

Renaissance Ranch may use Internet technology known as “cookies” to identify your device so we can offer appropriate website features to you that are compatible with that device. Cookies also provide us information about whether you have visited our website in the past. They do not allow us to collect your email address or other information from your hard drive. Renaissance Ranch may use memory-based cookies to authenticate some of our website applications. The control of your browser settings remains with you, as you can choose to accept all cookies, reject all cookies, or receive notifications when a cookie is sent. If you set your browser to reject cookies, you may not be able to use all the features of our website that require them.

Renaissance Ranch reserves the right to utilize Google products like Google Display Network Impression Reporting, Remarketing with Google Analytics, Google Analytics Demographics, DoubleClick Campaign Manager or Interest Reporting. You may choose to opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using Google’s Ads Settings. You can also utilize the Google Analytics Opt-Out Browser Add On if you choose to prevent having your data used by Google Analytics.

Renaissance Ranch will not initiate the merging of your personal information with non-personal data collected from Display Advertising features based on the DoubleClick cookie unless we give you clear notice and you provide your consent for such action.

Renaissance Ranch may use Remarketing with Google Analytics for online advertising. In addition, third-party vendors may insert ads for our practice on different sites on the Internet. This does include Google. Both Renaissance Ranch and third-party vendors may also use first-party cookies (including the Google Analytics

cookie) and other third-party cookies (including the DoubleClick cookie) alone or in combination to optimize, inform and serve ads based on your previous visits to our website.

Renaissance Ranch and third parties, including Google, may also use both first-party and third-party cookies, alone or in combination, to determine how ad impressions, other uses of ad services and interactions with these services are related to our website visits. Renaissance Ranch may also use information from Google's Interest-based advertising or data from its third-party audience, which might include age, gender and interests. Data will be combined with Google Analytics to provide general profiles about visitors and determine how visitors might use the site. This information can then be used to improve the content, marketing and design of the website, as well as services and products offered here.

Renaissance Ranch may use the Facebook.com "conversion tracking pixel" to determine whether Facebook's advertisements are effective for marketing purposes. This tool allows us to gather information on users' actions after the user is directed to a third-party website through a click on a Facebook ad on this website. The data we collect with this tool does not include personally-identifying information. However, Facebook may use this information according to Facebook's Data Policy to show you advertisements on both Facebook.com and third-party websites that might be of interest to you. A cookie may be used to facilitate ad displays by both Facebook and its partners.

Renaissance Ranch may also use Twitter.com products tailoring audiences and conversion tracking. The products connect data from Twitter's advertising network to your own actions performed on the website. To learn more about the type of information collected, refer to Twitter's Privacy Policy.

Links to Additional Websites

Renaissance Ranch's website contains links to other sites. While we try to only link to sites that share a high respect for privacy, Renaissance Ranch is not responsible for privacy policies held by other websites. If you have questions about this statement, you should contact us at contactus@renaissanceranch.com or write us at 2973 W 13800 S Bluffdale, UT 84065

Our Relationship

Renaissance Ranch understands the importance of a Patient's relationship with his or her health care providers and the importance of keeping your Personal Information

private. Personal information identifies you as an individual, such as your name, postal address, email address, date of birth, and telephone number (“Personal Information”).

Health Information is a part of the Personal Information that we collect from Patients. Health Information is generally described as information that we collect, receive or create about a Patient and their healthcare.

As an example, we may collect Personal Information about Authorized Personnel or an Authorized Caregiver who uses the Services to help a Patient. And we may collect information about a Patient that is unrelated to their healthcare, such as basic registration, creating a profile, and information from third parties that is included within a Patient’s profile.

This Privacy Policy describes our practices in connection with information that we collect through your use of the Services and through the Site or Applications. You can visit the Site at any time without providing Personal Information, however, the Site may collect information about your visit automatically as described below “Information We Collect Automatically.” By using the Services and/or the Site, you agree to the terms and conditions of this Privacy Policy.

What Personal Information Do We Collect About You and Why?

Personal Information We Collect From Providers

If you are an Authorized Personnel user, we collect Personal Information about you when the Provider subscribes to the Services as well as when you register to use the Services. The Personal Information about Providers and Authorized Personnel that we collect includes, without limitation, the Provider’s and Authorized Personnel’s name, position, specialty, email address, phone number, and business postal address. We do not collect Health Information about Providers or their Authorized Personnel.

Personal Information We Collect From Patients and Authorized Caregivers

If you are a Patient, we collect Personal Information about you when you register to use the Services and through your or your Authorized Caregiver’s use of the Services, including when you, your Authorized Caregiver and your Provider communicate with each other.

If you are an Authorized Caregiver, we collect Personal Information about you, including, without limitation, your name, email address, phone number and your relationship to the Patient. When communicating with the Provider in using the

Services, the Patient, Authorized Caregivers, Provider and its Authorized Personnel may disclose Personal Information about the Patient, which may include Health Information. We do not collect Health Information about Authorized Caregivers.

To register to use the Services as a Patient, you must provide your name, primary address, email address and date of birth. If a Patient or Authorized Caregiver uses the “Link Online Accounts” feature of the Services, we will ask you to provide the user names and passwords for those online accounts that the Patient has authorized Renaissance Ranch to access in order to collect other Personal Information regarding the Patient and Patient’s medical history that is maintained by third parties Patient has identified in Patient’s Account as “Authorized Third Parties.” The Personal Information the Patient may permit us to obtain from these Authorized Third Parties may include, without limitation, demographic information, financial information, medical claims history, and other Health Information.

We also may collect additional optional information from you, including, for example, Social Security number, employment history, health care insurance information, and demographic data, however, you are not required to provide us with this information to use the Services.

How We Use Your Personal Information

We may use your Personal Information, as follows:

- To provide our Services to you, to communicate with you about your use of our Services, to respond to your inquiries, and for other customer service purposes.
- To tailor the educational and other content and information that we may send you, to offer personalized help and instructions, and to otherwise personalize your experiences while using the Site, Applications, or our Services.
- To better understand how users access and use our Site, Applications, and Services, both on an aggregated and individualized basis, in order to improve our Site, Applications, and Services and respond to user desires and preferences, and for other research and analytical purposes.
- To send you important information regarding the Services, changes to our terms, conditions, and policies and/or other administrative information.
- For our business purposes, such as data collection and analysis, audits, developing new products, and enhancing and improving our Site, Applications, and Services.
- As we believe to be necessary or appropriate: (a) under applicable law, including laws outside your state or country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities including public and government authorities outside your state or country of

residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others; and (g) to allow us to pursue available remedies or limit the damages that we may sustain.

How We Share Your Personal Information

We may disclose your Personal Information, including Health Information (defined below) as follows:

If you are a Patient, to your Provider, its Authorized Personnel and your Authorized Caregivers, without further authorization for purposes of treatment, payment or operations; for other uses or disclosures permitted by law; or for purposes related to such uses or disclosures.

If you are an Authorized Caregiver, to the Patient and his/her Provider and that Provider's Authorized Personnel.

To our third-party service providers who provide services such as website hosting, data gathering, data analysis, payment processing, infrastructure provision, IT services, customer service, email delivery services, credit card processing, backup, auditing services, and other similar services.

To a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

As we believe to be necessary or appropriate: (a) under applicable law, including laws outside your state or country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities including public and government authorities outside your state or country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others; and (g) to allow us to pursue available remedies or limit the damages that we may sustain.

To third parties for research or similar purposes, but only if such Personal Information has been de-identified.

What is Health Information?

Health Information is a part of the Personal Information that we collect about Patients and falls into two categories:

“Protected Health Information” is individually identifiable health information which is created or received by or on behalf of a covered entity (for example, a health care provider or health plan) and which relates to the past, present or future physical or

mental health or condition of an individual, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual. Protected Health Information is further defined by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) and is subject to the protections of HIPAA.

“Additional Health Information” is a subset of Health Information that does not fall within the category of Protected Health Information above. For example, this would encompass information related to past, present or future physical or mental health or conditions, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual but with the difference that such information was not created or received by us from or on behalf of a covered entity. We may collect Additional Health Information in connection with the Site or Applications.

How We Use and/or Share Protected Health Information and Additional Health Information

We may use and/or disclose Protected Health Information and Additional Health Information to provide the Services as described in this policy, except our use and disclosure of Protected Health Information is further limited by the main federal health privacy law known as the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and the Notice of Privacy Practices available from your Provider.

We will use and disclose Protected Health Information only to provide Services to the Patient or the Provider, for those uses and disclosures permitted by HIPAA, and the agreement that we have with your Provider. In the event that there is a conflict or inconsistency about the handling of Protected Health Information between (i) this Privacy Policy and (ii) our compliance obligations with HIPAA and contractual commitments with Providers, then the latter will govern.

Non-Personal Information We Collect Automatically

We may automatically collect the following information about your use of our Site or Services through cookies, web beacons, and other technologies: your domain name; your browser type and operating system; web pages you view; links you click; your IP address; the length of time you visit our Site or use our Services; and the referring URL, or the webpage that led you to our Site, and the following: access time, browser type, device ID, domain name, IP address, page views and referring URL. We also may collect the following information about your use of the Application: mobile device ID; location and language information; device name and model; operating system type, name, and version; your activities within the Application; and the length

of time that you are logged into our Application. We may combine this information with other information that we have collected about you, including, where applicable, your user name, name, and other personal information. Please see the section “Our Use of Cookies and Other Tracking Mechanisms” below for more information.

Our Use of Cookies and Other Tracking Mechanisms

We and our third-party service providers use cookies and other tracking mechanisms to track information about your use of our Site or Services. We may combine this information with other personal information we collect from you (and our third-party service providers may do so on our behalf).

Currently, our systems do not recognize browser “do-not-track” requests. You may, however, disable certain tracking as discussed in this section (e.g., by disabling cookies); you also may opt-out of targeted advertising by following the instructions in the Third Party Ad Network section.

Cookies: Cookies are alphanumeric identifiers that we transfer to your computer’s hard drive through your web browser for record-keeping purposes. Some cookies allow us to make it easier for you to navigate our Site and Services, while others are used to enable a faster log-in process or to allow us to track your activities at our Site and Service. There are two types of cookies: session and persistent cookies.

Session Cookies: Session cookies exist only during an online session. They disappear from your computer when you close your browser or turn off your computer. We use session cookies to allow our systems to uniquely identify you during a session or while you are logged into the Site. This allows us to process your online transactions and requests and verify your identity after you have logged in, as you move through our Site.

Persistent Cookies: Persistent cookies remain on your computer after you have closed your browser or turned off your computer. We do not currently use persistent cookies on the Site.

Disabling Cookies: Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Visitors to our Site who disable cookies will be able to browse certain areas of the Site, but some features may not function.

Local Storage Objects: We may use Flash Local Storage Objects (“Flash LSOs”) to store your Site preferences and to personalize your visit. Flash LSOs are different from browser cookies because of the amount and type of data stored. Typically, you cannot control, delete, or disable the acceptance of Flash LSOs through your web browser. For more information on Flash LSOs, or to learn how to manage your settings for Flash LSOs, go to the Adobe Flash Player Help Page, choose “Global Storage Settings Panel” and follow the instructions. To see the Flash LSOs currently on your computer, choose “Website Storage Settings Panel” and follow the instructions to review and, if you choose, to delete any specific Flash LSO.

Third-Party Analytics: We use automated devices and applications, such as Google Analytics, to evaluate usage of our Site and, to the extent permitted, our Applications. We also may use other analytic means to evaluate our Services. We use these tools to help us improve our Services, performance and user experiences. These entities may use cookies and other tracking technologies to perform their services. We do not share your personal information with these third parties.

With respect to Google Analytics specifically, we may collect the some or all of the following information about your use of our Site and Applications, and we may be able to connect this information to other information we have about you:

- Pages visited, time of visit, and time spent on each page of the webpages
- Type of web browser
- Type of operating system (OS)
- Screen resolution
- IP address
- Third-Party Links

Our Site and Services may contain links to third-party websites. Any access to and use of such linked websites is not governed by this Policy but instead is governed by the privacy policies of those third-party websites. We are not responsible for the information practices of such third party websites.

Security of Personal Information

We use reasonable administrative, technical, and physical measures to protect Personal Information under our control, and Protected Health Information is specifically per the HIPAA rules. Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised),

please immediately notify us of the problem by contacting us at contactus@renaissanceranch.com

You should take steps to protect against unauthorized access to your password, phone, and computer by, among other things, signing off after using a shared computer, choosing a robust password that nobody else knows or can easily guess, and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.

Access to My Personal Information

You may modify Personal Information that you have submitted by logging into your account and updating your profile information. Please note that copies of information that you have updated, modified or deleted may remain viewable in cached and archived pages of the Site or Application for a period of time.

You may also contact us directly if you would like to review, correct, update, delete or otherwise limit our use of your Personal Information that has been previously provided to us by sending us a message through contactus@renaissanceranch.com. In your request, please make clear what information you would like to have changed, whether you would like to have your Personal Information deleted from our database or otherwise let us know what limitations you would like to put on our use of your Personal Information. We will try to comply with your request as soon as reasonably practicable. Please note that in order to comply with certain requests to limit use of your Personal Information we may need to terminate your account with us and your ability to access and use the Services, and you agree that we will not be liable to you for such termination. Although we will use reasonable efforts to do so, you understand that it may not be technologically possible to remove from our systems every record of your Personal Information. The need to back up our systems to protect information from inadvertent loss means a copy of your Personal Information may exist in a non-erasable form that will be difficult or impossible for us to locate or remove.

We will retain your Personal Information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or allowed by law.

What Choices Do I Have Regarding Use of My Personal Information?

We may send periodic promotional or informational emails to you, provided that such messages are not based on Protected Health Information. You may opt-out of such communications by following the opt-out instructions contained in the e-mail. Please

note that it may take up to 10 business days for us to process opt-out requests. If you opt-out of receiving emails about recommendations or other information we think may interest you, we may still send you e-mails about your account or any Services you have requested or received from us.

Children Under 18

The Services are not permitted for use by individuals under the age of eighteen (18) unless they have provided the written consent of their parents or legal guardians, and we request that these individuals do not provide Personal Information to us.

Personal Health Information

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get a copy of your health and claims records

- You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct health and claims records

- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on the back page.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Help manage the health care treatment you receive:

We can use your health information and share it with professionals who are treating you.

Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.

Run our organization:

We can use and disclose your information to run our organization and contact you when necessary. We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.

Example: We use health information about you to develop better services for you.

Pay for your health services:

We can use and disclose your health information as we pay for your health services.

Example: We share information about you with your dental plan to coordinate payment for your dental work.

Administer your plan:

We may disclose your health information to your health plan sponsor for plan administration.

Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues:

- We can share health information about you for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety

Do research:

- We can use or share your information for health research.

Comply with the law:

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests and work with a medical examiner or funeral director:

- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests:

- We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions:

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site,

and we will mail a copy to you. Our Responsibilities to This Notice of Privacy Practices applies to the following organizations.

Contacting Renaissance Ranch

If you have questions about the privacy aspects of our Services or would like to make a complaint about our compliance with this Privacy Policy, you may contact us by calling +1-866-958-7099, or at our mailing address: Renaissance Ranch 2973 W 13800 S Bluffdale, UT 84065