



Sing Privacy Policy

Last Revised: 21 JAN 2019

For any question, request or complain regarding privacy please contact us at: privacy@sing.io

Effective as of January 1, 2019

This privacy policy (this "Privacy Policy") explains the privacy practices of Sing Technologies, LLC ("Sing", "we", "us" or "our") that apply to the access and use of the www.sing.io website and any related sub-domains which we operate and to our mobile and telephonic applications (collectively, the "Platform"), and to the provision by Sing of services in connection to the Platform as further described in the Master Services Agreement your organization has entered into with Sing (the "Services Agreement"). Any Personal Information (as defined below) you provide to us while using the Platform will be treated with care, and subject to this Policy, will not be used or disclosed in ways to which you have not consented.

Sing offers services to business who in turn offer home healthcare solutions. This Privacy Policy applies to the relationship between these two parties. Sing does not contract directly with individuals who are using the Platform pursuant to an agreement with a 3rd party service provider ("End Users"). Individuals using the Platform should refer to the Privacy Policy of the party with whom they have a contractual relationship. Please read and confirm the terms of this Privacy Policy so that you understand what type of personal information we collect, how we collect it, how we use it, and to whom we disclose it.

Scope. This Privacy Policy applies to personal and observed information of End Users collected by clients of Sing, used and/or disclosed by Sing ("Personal Information"), it being understood that Sing delivers products and services to corporate customers, who in turn provide products and services to End Users. This Privacy Policy applies to the management of Personal Information in any form whether oral, electronic or written.

Consent. By accessing or using the Platform or by submitting personal information through the Platform, you and your subcontractors consent to Sing's collection, use and disclosure of personal information in accordance with this Privacy Policy and as permitted or required by Law.

Amendments. We may, from time to time, modify our privacy policy and will post a copy of the amended policy on the website. If you do not agree to the Privacy Policy as amended, you are not authorized to use the Platform.

Collection of Information. Sing may collect Personal Information from End Users directly via the use of our Platform or via other interfaces with authorized healthcare information providers, including but not limited to the following Information:

- Patient care documentation
- Observational Patient condition information
- Documented Patient clinical notes



- Reports created by employees of our customers during healthcare interventions with End Users
- Time and attendance data (including geolocation) related to visits with patients

Use of the Information. Sinq shall not use or disclose Personal Information for purposes other than those for which it was collected, except with your consent or as required by law. Sinq may only disclose customer's Personal Information as permitted pursuant to the terms and conditions of the contractual agreement with such customer (with the proper contractual agreement in place with such third party to whom Personal Information may be disclosed) or as required by law. Sinq shall keep Personal Information only as long as it remains necessary or relevant for the identified purposes or as required by law.

Sinq may use Usage Information in aggregate for statistical purposes, e.g. showing the total traffic through one of our servers. We may also use Usage Information to evaluate and improve the features and functionality of our Platform.

Sharing and Disclosure. In no case will Sinq sell or rent Personal information to 3rd parties. Sinq will only share Personal Information to the following:

- Service providers that facilitate our Services, provide any or all part of the Services on our behalf or help us improve the Services (for example, data storage, web analytics, mapping providers and maintenance service providers). These services providers have access to Personal Information only for purposes of performing these tasks on our behalf; and
- Law enforcement officials, governmental agencies, or other legal authorities (i) in response to their request; (ii) when permitted or required by law; (iii) to establish our compliance with applicable laws, rules, regulations, or guidelines; or (iv) or to establish, protect, or exercise our legal rights or defend against legal claims or demands.
- Any other person whom you authorize the disclosure to pursuant your usage of the Applications.
- We may also share with third parties certain aggregated non-personal information about our users.

In addition, if Sinq merges with another company, is subject to a corporate reorganization, sells or transfers all or part of its business, assets or shares, or in the event of bankruptcy, it is possible that the Personal Information we possess may be sold, transferred or otherwise shared as part of that transaction. Also, Sinq may decide to retain a copy of such Personal Information post transaction.

Sinq Responsibilities. Sinq is accountable for and implements certain security measures, for the Platform, including technical security requirements and procedures to protect Personal Information that may be accessible the Website, Applications and Services.

Security

- We restrict access to Personal Information to Sinq employees and agents who need to know that Personal Information in order to operate, develop or improve our Services.
- We make commercially reasonable efforts to protect against the loss, misuse, and alteration of Personal Information under our control.
- To help protect the confidentiality of Personal Information, we endeavour to use appropriate security measures (including physical security measures). Nevertheless, such security measures cannot prevent all loss, misuse or alteration Personal Information and we are not responsible for any damages or liabilities relating to any such incidents.



- Risks Associated with the Internet or Wireless Data Transmission. Despite Sinq's best efforts to ensure third parties will not access or obtain Personal Information through the Website or the Applications, complete confidentiality and security cannot currently be guaranteed on the Internet and / or where data is transferred via wireless digital technology of any type. Communication in this manner is subject to interception, loss, or alteration. You acknowledge and agree that SING cannot be held responsible for any losses or damages whether pecuniary or otherwise resulting from the transmission of Personal Information in this manner and that such communications are at your own risk.

Limitation of Liability. You understand and agree that any dispute over Privacy is subject to the Terms and Conditions of this Privacy Policy as well as the Services Agreement.