

Privacy Policy

Last modified: December 20, 2025

1. Introduction

ElectRx and Health Solutions ("ElectRx" or "we" or "us") respects your privacy and is committed to protecting it through our compliance with this policy.

This Privacy Notice (our Privacy Notice) describes the types of information we may collect, use, maintain, protect, disclose, or otherwise process about you when you visit the website www.electrx.com (the Website) and our practices for collecting, using, maintaining, protecting, disclosing, or otherwise processing that information.

This policy applies to information we collect:

- on our Website;
- in email, text, and other electronic messages between you and our Website;
- when you interact with our outreach and applications on third-party websites and services, if those applications include links to this policy.

It does not apply to information collected by:

- us through any other means, including on any other website operated by ElectRx or any third-party;
- us or any of our affiliates or subsidiaries related to your or any other individual's employment or potential employment with us; or
- any third party, including through any application or content that may link to or be accessible from or on the Website.

Please read this Privacy Notice carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this Privacy Notice. This Privacy Notice may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check this Privacy Notice periodically for updates.

2. Children Under the Age of 18

Our Website is not intended for children under 18 years of age. No one under age 18 may provide any information to or on the Website. We do not knowingly collect Personal Data from children under 18. If you are under 18, do not use or provide any information on our Website or on or through any of its features on the Website, or provide any information about yourself to us, including your name, address, telephone number, or email address. If we learn we have collected or received Personal Data from a child under 18, we will delete

that information. If you believe we might have any information directly from a child under 18, please contact us at Legal@electrx.com.

3. Information We Collect About You and How We Collect It

Throughout this Privacy Notice, the term "Personal Data" means any information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or device. However, Personal Data does not include any deidentified or aggregated information.

Generally

We collect Personal Data from various sources, including:

- directly from you when you provide it to us;
- automatically as you navigate through the Website;
- information that we create about you as you use our Website;
- From third parties, for example, our business partners, such as your employer or treating health care provider; and
- information that we would collect from you if you call our Customer Service team

Information You Provide to Us

We collect the following types of Personal Data directly from you when you access or use our Website: name, postal address, unique personal identifier, email address, telephone number, insurance information, employer name, age, birth date, current medications.

The Personal Data we collect on or through our Website:

- information that you provide by filling in forms on our Website. This includes information provided at the time of subscribing to our service or requesting further services.
- if you contact us, records and copies of your correspondence (including email addresses)
- your search queries on the Website.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain Personal Data about your interaction with our Website, including information about your equipment, browsing actions, and patterns:

- details of your visits to our Website. This includes location data, logs, date and time of your visit to our Website, error information, communication data and the resources that you access, use, or otherwise interact with on the Website;
- your physical location and movements; and

- Information about your computer and internet connection, i.e., your IP address, operating system, and browser type.

The information we collect automatically may include Personal Data and we may maintain it or associate it with Personal Data we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service by enabling us to:

- estimate our audience size and usage patterns;
- store information about your preferences;
- customize our Website according to your individual interests;
- speed up your visits; and
- recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. Our Website may use both session cookies (which expire once you close your browser) and persistent cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. However, if you do not consent to our use of cookies or select this setting you may be unable to access certain parts of our Website.
- You can find more information about cookies at <http://www.allaboutcookies.org> and <http://youronlinechoices.eu>.
- **Session Cookies.** Our use of cookies also includes “session cookies.” Each time you access the Website, a session cookie containing an encrypted, unique identifier is placed on your browser. These session cookies allow us to uniquely identify you when you use the Website and track which pages of the Website you access. Session cookies are required to use the Website.

We do not collect personal information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us.

Information We Create About You

We may also create certain information about you. When we associate this information with other Personal Data about you, we consider this information to be Personal Data. This information includes unique identifiers, services purchased, obtained, or considered,

Information We Collect from Third Parties

We may collect Personal Data from third parties. When we associate this information with other Personal Data about you, we consider this information to be Personal Data. This

information includes: name, home address, unique personal identifier, email address, home/work telephone number, social security number, insurance information, current medications, employer name, age, birth date, marital status, gender, records of services purchased, obtained, or considered to be purchased or obtained, health data, and information related to your family members that may be part of your employee benefits packages if our Services are offered to your dependents.

4. How We Use Your Information

We use information that we collect about you or that you provide to us, including any Personal Data:

- to provide and personalize our Website and its content to you;
- to provide you with information on services that you request from us;
- to support, develop, troubleshoot, and debug our Website and services;
- to process your requests for services;
- to provide you with notices about your services;
- to provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our services;
- to help maintain the safety, security, and integrity of our Website, services, databases and other technology assets;
- for internal testing, research, analysis, and product development, including to develop and improve our Website, and to develop, improve, or demonstrate our services;
- detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity;
- Debugging to identify and repair errors that impair existing intended functionality;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- to notify you about changes to our Website or any services we offer or provide through them;
- to allow you to participate in interactive features on our Website;
- in any other way we may describe when you provide the information;
- to fulfill any other purpose for which you provide it; and
- for any other purpose with your consent.

5. Disclosure of Your Information

We do not share, sell, or otherwise disclose your Personal Data for purposes other than those outlined in this Privacy Notice. However, we may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose Personal Data that we collect or you provide as described in this Privacy Notice:

- to our subsidiaries and affiliates;
- to contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep Personal Data confidential and use it only for the purposes for which we disclose it to them.
- to a potential or actual buyer or other successor in the event of a planned or actual merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of ElectRx’s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by ElectRx about our Website’s users is among the assets transferred;
- to fulfill the purpose for which you provide it;
- for any other purpose disclosed by us when you provide the information; and
- with your consent.

We may also disclose your Personal Data:

- to comply with any court order, law, or legal process, including to respond to any government or regulatory request;
- to enforce or apply our Terms of Use and other agreements, including for billing and collection purposes.

6. Choices About How We Use and Disclose Your Information

We do not control the collection and use of your information collected by third parties described above. When possible, these organizations are under contractual obligations to use this data only for providing the services to us and to maintain this information strictly confidential. These third parties may, however, aggregate the information they collect with information from their other customers for their own purposes.

7. Your California Privacy Rights

California Civil Code Section 1798.83 (California’s “Shine the Light” law) permits users of our Website that are California residents and who provide Personal Data in obtaining products and services for personal, family, or household use to request certain information regarding our disclosure of Personal Data to third parties for their own direct marketing purposes. If applicable, this information would include the categories of Personal Data and the names and addresses of those businesses with which we shared your Personal Data with for the immediately prior calendar year (e.g., requests made in 2023 will receive information regarding such activities in 2022). You may request this information once per calendar year. To make such a request, please send an email to Legal@electrx.com or write us at: 276 South Logan Street, Elyria, OH 44035

8. Do Not Track Signals

Some web browsers permit you to broadcast a signal to websites and online services indicating a preference that they “do not track” your online activities. At this time, we do not honor such signals and we do not modify what information we collect or how we use that information based upon whether such a signal is broadcast or received by us.

9. Data Security

We have implemented measures designed to secure your Personal Data from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your Personal Data, we cannot guarantee the security of your Personal Data transmitted to our Website. Any transmission of Personal Data is at your own risk. We are not responsible for circumvention of any privacy settings or security measures deployed on the Website.

10. Changes to Our Privacy Notice

We may change this Privacy Notice at any time. It is our policy to post any changes we make to our Privacy Notice on this page. If we make material changes to how we treat our users’ Personal Data, we will notify you by email to the primary email address specified in your account. The date this Privacy Notice was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this Privacy Notice to check for any changes.

Your continued use of our Website following our posting of the changes will be considered your acceptance of such changes.

11. Contact Information

If you have any questions, concerns, complaints, or suggestions regarding our Privacy Notice or the ways in which we collect and use your Personal Data described in this Privacy Notice, have any requests related to your Personal Data pursuant to applicable laws, or otherwise need to contact us, you may contact us at the contact information below or through the “Contact” page on our Website.

ElectRx and Health Solutions
Elyria, OH 44035

info@electrx.com