PRIVACY POLICY | TERMS AND CONDITIONS

Community Connection Healthcare, LLC (CCH) is committed to being a premier Home Healthcare Agency in Massachusetts. We have designed this website to help consumers in need and existing clients; prospective clients and their families make decisions regarding home health care to assist them or their loved one to live independently at home and remain in the community. We respect your privacy and are committed to protecting it through our compliance with this privacy policy ("Policy").

This Policy describes the types of information we may collect from you or that you may provide when you visit our website, communityconnectionhealthcare.com, (our "Website"), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Policy applies to information we collect:

- On this Website
- In email, the "Contact Us" "Referral Form" "Request for Services" feature on the Website, and any other electronic messages between you and this Website
- When you interact with our advertising on third-party websites and services.

This Policy does not apply to information collected by us offline or through any other means, including on any other website operated by CCH or any third party (including our affiliates and subsidiaries). Specifically, this Policy does not apply to information collected via, communityconnectionhealthcare.com, Facebook, Indeed or LinkedIn.

Please read this Policy 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, please do not use our Website. By accessing or using this Website, you agree to this Policy. This Policy may change from time to time (see below: Changes to Our Policy). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

Health and Medical Information

The Health Insurance Portability and Accountability Act ("HIPAA") and applicable state law protects certain health and medical information about you. We do not purposefully collect any medical information from you through the Website. However, you may provide this information through other means online or offline, or this type of information may be collected by us from other methods such as through a health care provider. We protect covered health and medical information as required by HIPAA and applicable state law. Similarly, we may use covered health and medical information as permitted by HIPAA and applicable state law. Our HIPAA Notice of Privacy Practices is available here. In the event of any conflict between our HIPAA Notice of Privacy Practices and this Policy, the terms of our HIPAA Notice of Privacy Practices shall control.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Website. This may include information that identify you personally, such as name, postal address, e-mail address, telephone number, or any other identifier by which you may be contacted online or offline ("personal information"). We also collect data that is about you but individually does not identify you, such as your geo-location, your browser type and/or operating system; and/or data about your internet

connection, the device type you use to access our Website and usage details.

We collect this information directly from you when you provide it to us. We also collect some data automatically as you navigate through the Website, including landing pages, click patterns, times spent on particular pages, usage details, IP addresses, and information collected through cookies, and other tracking technologies.

Information You Provide to Us

The information we collect on or through our Website may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of contacting us through the "Contact Us" "Referral Form" "Let's Get Started" "Request for Services" form.
- In addition, we will collect the email messages and exchanges relating to your initial contact through the "Contact Us" "Referral Form" "Let's Get Started" "Request for Services" form.
- From time to time, we may have a survey where we will ask you to complete a web form, or we may have a form on the Website requesting that you provide feedback or report a problem with our Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Your search queries and facility location 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 information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and/or device, internet connection, your IP address, geo-location, operating system, and browser type.

We also may use certain technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). The information we may collect automatically will be statistical data and may include personal information, and we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It will help us to improve our Website, and over time, it will help us provide more personalized results to site visitors by enabling us to:

- Estimate our audience size and usage patterns
- Use information about visitor preferences, allowing us to customize our Website according to individual user interests
- Recognize visitors when they return to our Website

We may use various technologies for this automated data collection, including:

- **Cookies** (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you direct your browser to our Website.
- **Flash Cookies**. Certain features of our Website may use local stored objects (or Flash cookies)

to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies.

- **Web Beacons.** Pages of the Website and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit CCH, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

Other Tracking Technologies

Through cookies we may place on your browser or device, we may collect information about your online activity after you leave our Website. Just like any other usage information we may collect, this information allows us to improve the Website and customize your online experience, and otherwise as described in this Policy. 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.

How We Use Your Information

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

- To present our Website and its contents to you
- To provide you with information about us and our facilities as you request that information from us
- To respond to your questions and comments
- To notify you about other matters we believe may be relevant to you

We may also use your information to contact you about our own and our affiliates' and subsidiaries' goods and services that we believe may be of interest to you. If you do not want us to use your information in this way, please notify us at cchcares@cchcares.com.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this Policy:

- To our subsidiaries and affiliates
- To contractors, service providers, and other third parties we use to support our business
- To a buyer or other successor in the event of a merger, sale of stock, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of CCH's assets
- To fulfill the purpose for which you provide it
- For any other purpose disclosed by us when you provide the information
- With your consent

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request

- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of CCH, our customers, or others.

Choices About How We Use and Disclose Your Information

You have control over the use of your information through the following mechanisms:

- **Opt-Out of Promotions**. If you would like to remain in contact with CCH about direct inquiries and transactions, but you want to be removed from promotional email messages from CCH, you may respond to a promotional message indicating your desire to opt-out of promotional messages or follow the instructions in the message to unsubscribe.
- **Tracking Technologies and Advertising**. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this Website may then be inaccessible or not function properly.

Accessing and Correcting Your Information.

You may also send us an email at cchcares@cchcares.com to request access to, correct or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Your California Privacy Rights

California Civil Code Section § 1798.83 permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to cchcares@cchcares.com or write to us at:

Community Connection Healthcare, LLC
45 Eastman Street
South Easton, MA 02375

Website Not Intended for Use of Children Under 13

Our Website is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Website. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at cchcares@cchcares.com.

Changes to Our Policy

It is our policy to post any changes we make to our Policy on this page. The date the Policy was last revised is identified at the top of the page. You are responsible for periodically visiting our Website and this Policy to check for any changes.

Privacy Policy and SMS Terms
Privacy Policy

Community Connection Healthcare respects your privacy and is committed to protecting your personal information. We collect your name, contact information, phone number, email address, and other

information you voluntarily provide through our website, forms, or other communications. We may use this information to provide and manage our services, communicate with you, respond to inquiries, coordinate services, provide account or service notifications, and send other communications for which you have provided consent.

Personal information may be shared with service providers and business partners who assist us in operating our business and providing services, or when required or permitted by law.

SMS Consent: By providing your consent to receive SMS text messages from Community Connection Healthcare, you agree that we may communicate with you by text message regarding services, scheduling, care coordination, account or service notifications, and other relevant communications. Consent to receive SMS messages may be provided through our website, electronic or paper forms, email, verbal communication, or other methods of express consent.

Your SMS consent and phone number will not be shared or sold with third parties or affiliates for their own marketing purposes. SMS consent is not shared with third parties.

SMS Terms & Conditions

By opting in to receive SMS messages from Community Connection Healthcare through our website form or another method of express consent, you agree to receive text messages related to your communication with us. Messages may include service-related communications, scheduling, care coordination, appointment reminders, account or service notifications, and other relevant non-promotional communications.

Example: "Hello, this is a friendly reminder of your upcoming visit on [Date] at [Time]. You can reply STOP to opt out of SMS messaging from Community Connection Healthcare at any time."

Community Connection Healthcare uses SMS text messaging as an additional method of communication for clients, caregivers, and authorized representatives to communicate with our team. Message frequency may vary depending on the type of communication. For example, you may receive up to [X] SMS messages per week related to your [services/scheduling, etc.]. Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

You may opt in to receive SMS messages from Community Connection Healthcare by submitting an online form under the "Contact Us" "Referral Form" "Request for Services" feature on the Website. You may opt out of receiving SMS messages at any time by replying STOP to any message.If you are experiencing any issues, you can reply with the keyword HELP to 617-322-9030. You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list. If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our online forms.

Standard Messaging Disclosures:
Message and data rates may apply.
You can opt out at any time by texting "STOP."
For assistance, text "HELP" or visit our Privacy Policy and Terms and Conditions pages.
Message frequency may vary

For more information regarding how your personal information is collected, used, and protected, please review the Privacy Policy and Terms & Conditions provided throughout this document.

Contact Information

To ask questions or comment about this Policy and our privacy practices, contact us at cchcares@cchcares.com.