

Privacy Policy

Effective September 14, 2020

Patient Privacy Notice:

To read more about our privacy practices regarding health and medical information under the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations (collectively, "HIPAA"), visit our [Patient Privacy Notice](#) page.

Website Privacy Policy

Introduction

At Option Care Health, we recognize that the privacy of your personal information is important. The purpose of this policy is to let you know how we handle the information collected through the use of this website. Portions of this website may describe privacy practices applicable to specific types of information or to information provided on specific web pages.

This policy does not apply to information collected through other means such as by telephone or in person, although that information may be protected by other privacy policies or agreements. As used in this policy, terms such as "Option Care Health", "we", "our" or "us" refer to Option Care Health and its current and future affiliates and subsidiaries.

This website is intended for a United States audience. Any information you provide, including any personal information, will be transferred to and processed by a computer server located within the United States.

Incorporation of policy into website terms and conditions ("Terms of Use") – This policy is incorporated into an made a part of the terms and conditions applicable to the use of this website ("Terms of Use"). Please click [here](#) and review those Terms of Use because they govern your use of this website and limit our liability to you. By using this website, you agree that we may treat your information in the ways we describe in this policy. **If you do not agree with any term of this policy or the Terms of Use, you may not use this website.**

Your Personal Information

When you access and use this website, we may collect the following information:

- "Personal Information" is anything that identifies, relates to, describes, is capable of being associated with, or could be reasonably linked, directly or indirectly, to you. Examples of Personal Information include your:
 - Name, address, email address, phone number, and other contact information;
 - Other personally identifiable information you choose to provide such as physical characteristics or description, gender, and health insurance policy information.

- “Protected Health Information” is a subset of Personal Information that is protected by HIPAA. As stated above, to read more about our privacy practices regarding Protected Health Information under HIPAA, visit our [Patient Privacy Notice](#) page.
- “Non-Personal Information” means information that does not permit us to identify, contact or locate you. For example, your device model number and manufacturer, and state of residence are Non-Personal Information unless linked to your Personal Information. If we combine or link your Non-Personal Information with Personal Information (such as combining your name with your device model), we will treat the combined information as Personal Information so long as it is combined.

This website may include web pages that give you the opportunity to provide us with Personal Information about yourself. You do not have to provide us with Personal Information if you do not want to; however, that may limit your ability to use certain functions of this website or to request certain services or information.

We may use Personal Information for a number of purposes such as:

- To respond to an email or particular request from you.
- To personalize the website for you.
- To process an application as requested by you.
- To administer surveys and promotions.
- To provide you with information that we believe may be useful to you, such as information about health products or services provided by us or other businesses.
- To perform analytics and to improve our products, websites, and advertising.
- To comply with applicable laws, regulations, and legal process.
- To protect someone's health, safety, or welfare.
- To protect our rights, the rights of affiliates or related third parties, or take appropriate legal action (such as to enforce our Terms of Use).
- To keep a record of your communications with us through the website.
- As otherwise necessary or useful for us to conduct our business, so long as such use is permitted by law.

We may use Personal Information to contact you through any contact information you provide through this website, including any email address, telephone number, cell phone number, text message number, or fax number. Please see the section below titled “Our Online Communications Practices”.

We may also share Personal Information within Option Care Health, and we may combine Personal Information that you provide us through this website with other information we have received from you, whether online or offline, or from other sources such as from our vendors. For example, if you have purchased a product or service from us, we may combine Personal Information you provide through this website with information regarding your receipt of the product or service.

Cookies and Tracking

Option Care Health uses various technologies, which may include “cookie” technology, to gather information from our website visitors such as pages visited and how often they are visited, and to enable certain features on this website. “Cookies” are small text files that may be placed on your computer when you visit a website or click on a URL. Cookies may include “single-session cookies” which generally record information during only a single visit to a website and then are erased, and “persistent” cookies, which are generally stored on a computer unless or until they are deleted or are set to expire.

You may disable cookies and similar items by adjusting your browser preferences at any time; however, this may limit your ability to take advantage of all the features on this website. You may also manage the use of “flash” technologies, with the [Flash management tools](#) available at Adobe's website. Note that we do not currently respond to web browser “Do Not Track” signals that provide a method to opt out of the collection of information about online activities over time and across third-party websites or online services because, among other reasons, there is no common definition of such signals and no industry-accepted standards for how such signals should be interpreted.

We may also allow third party service providers to use cookies and other technologies to collect information and to track browsing activity over time and across third party websites such as web browsers used to read our websites, which websites are referring traffic or linking to our websites, and to deliver targeted advertisements to you. We do not control these third party technologies and their use is governed by the privacy policies of third parties using such technologies. For more information about third party advertising networks and similar entities that use these technologies, see <http://www.aboutads.info/consumers>, and to opt-out of such ad networks' and services' advertising practices, go to www.aboutads.info/choices. Once you click the link, you may choose to opt-out of such advertising from all participating advertising companies or only advertising provided by specific advertising companies.

We may use analytics companies to gather information and aggregate data from our website visitors such as which pages are visited and how often they are visited, and to enable certain features on our website. Information is captured using various technologies and may include cookies. To learn more about Google Analytics, please click here (<https://support.google.com/analytics/answer/6004245>). To opt-out of this feature by installing the Google Analytics Opt-out Browser Add-on, please click here (<https://tools.google.com/dlpage/gaoptout>).

We may use and disclose your activity information unless restricted by this policy or by law. Some examples of the ways we use your activity information include:

- Customizing your experience on the website including managing and recording your preferences.
- Marketing, product development, and research purposes.
- Tracking resources and data accessed on the website.

- Developing reports regarding website usage, activity, and statistics.
- Assisting users experiencing website problems.
- Enabling certain functions and tools on this website.
- Tracking paths of visitors to this website and within this website.

We may also de-identify your information or aggregate your information with other users of our website ("Aggregate Information). This Aggregate Information is not Personal Information, because it cannot be used to identify you and may be used by us for any lawful purpose.

Sharing Personal Information

We may share your information with other parties for various business purposes:

- *Among our Affiliates:* Option Care Health may share your Personal Information internally among our business units, affiliates, parents, and subsidiaries.
- *With Vendors:* We may share your information with our vendors (including third party hosting providers) that provide services on our behalf, such as for online account access, email marketing, advertising, promotions, newsletters, and hosting for the Services.
- *With Business Partners and Parties to Whom We Provide Services or to Provide Services:* We may share your information with our business partners and other third parties for whom we provide services or to provide you our Services, to provide services to Health Plan Customers, and generally to improve our service offerings.
- *In the Event of a Corporate Transaction:* In the event we go through a business transition, such as a merger, acquisition, divestiture, restructuring, reorganization, dissolution, bankruptcy or sale of all or a portion of our assets, we may disclose your information to the party or parties of such transaction.
- *For Legal Purposes:* We will disclose your information when we think it is necessary to investigate or prevent actual or expected fraud, criminal activity, injury or damage to us or others or when otherwise required by law, regulation, subpoena, or court order, or if necessary to protect our rights.
- *At Your Direction:* We will share your information with third parties if and when you direct us to. For example, if you request that we share your information with one of our business partners to take advantage of a product or service that partner offers, we will share your information with that business partner.

Option Care Health does not sell any Personal Information we collect about you. We may, however, share Aggregate Information about our users in all legally permissible ways.

Website and Information Security

We maintain reasonable administrative, technical and physical safeguards designed to protect the information that you provide on this website. However, no security system is impenetrable

and we cannot guarantee the security of our website, nor can we guarantee that the information you supply will not be intercepted while being transmitted to us over the internet, and we are not liable for the illegal acts of third parties such as criminal hackers.

Our Online Communication Practices

We may send electronic newsletters, notification of account status, and other communications, such as marketing communications, on a periodic basis to various individuals and organizations. We may also send email communications regarding topics such as general health benefits, website updates, health conditions, and general health topics. We offer you appropriate consent mechanisms, such as opt-out, for marketing and certain other communications. Please be aware that opt-outs may not apply to certain types of communications, such as account status, website updates, or other communications.

Cross Borders Transfers

This website is intended for use in the United States of America (“U.S.”) only. Option Care Health is located in, and operates in, the U.S., and U.S. law governs all matters relating to our services. If you visit this website or contact us from outside of the U.S., please be advised that (i) any information you provide to us or that we automatically collect will be transferred to the U.S.; and (ii) that by using this website or submitting information, you explicitly authorize its transfer to and subsequent processing in the U.S. in accordance with U.S. law and this policy.

Information for Children Under 13

We will not intentionally collect any Personal Information from children under the age of 13 through this website without receiving parental or legal guardian consent. If we are notified of having received Personal Information directly from a child under the age of 13 without his or her parent or legal guardian’s verified consent, we will use that information only to respond directly to that child (or his or her parent or legal guardian) to inform the child that he or she cannot use this website and will make commercially reasonable efforts to delete such information. If you think that we have collected Personal Information from a child under the age of 13 through this website, please contact us.

Your California Privacy Rights

The California Consumer Privacy Act (“CCPA”), effective January 1, 2020, grants California residents certain privacy rights with respect to their Personal Information that is collected through such resident’s use of this website. If you are a California resident subject to the protections of the CCPA, you have the following rights to the extent required by law:

- *The right to know.* You have the right to know (i) the Personal Information that we collect, use, disclose or sell; and (ii) the categories of Personal Information that we collected about you in the preceding 12 months, the sources for that Personal Information, the business purpose for which that Personal Information was collected, the categories of such Personal Information that was shared or sold, the categories of third parties with whom that Personal Information was shared or sold, and the business purpose for which that Personal Information was shared or sold.

- *The right to access.* You have the right to access a copy of the specific Personal Information that we have collected about you to the extent required under the CCPA. You may request this copy to be delivered either by mail or electronically.
- *The right to deletion.* You have the right to request that we delete the Personal Information that we or a third party with whom we shared your Personal Information maintain about you to the extent required under the CCPA. There may be circumstances under which we or the third party are unable to delete your Personal Information, such as if we need to comply with our legal obligations or complete a transaction for which your Personal Information was collected or we cannot verify your identity. If we are unable to comply with your request for deletion, we will let you know the reason why.
- *The right to opt out of the sale of your Personal Information.* **Please note that Option Care Health does not and will not sell any Personal Information we collect about you through your use of this website.**
- *The right to equal service.* If you choose to exercise any of your rights under the CCPA, we will not discriminate against you in any way. If you exercise certain rights, such as deleting your account, you may be unable to use or access certain features of this website.

If you are a California resident and would like to exercise any of these rights, contact us at (844) 624-4584 or send an email to OC-Privacy@optioncare.com. An authorized representative may exercise these rights on your behalf so long as they present a power of attorney or other legally binding document evidencing the representative's authority. Please note that we will require you or your authorized representative to provide us with certain personal identifiers in order to verify your/your representative's identity when your rights are exercised. **Please note further that: (a) if we maintain your Personal Information on behalf of a third party, we may refer you to that third party in order to exercise your rights; and (b) certain health care providers and information, such as Protected Health Information and "Medical Information" (as defined under California's Confidentiality of Medical Information Act), may be exempted from the CCPA. This means that we and certain health care providers may not be required to honor the above rights and instead we comply with our obligations under other laws, such as HIPAA and the Confidentiality of Medical Information Act.** We will respond to a request to exercise rights under the CCPA in accordance with the timeframe and process required under the CCPA. If we deny a request, we will explain the basis for the denial.

Option Care Health does not offer financial incentives or price differences in exchange for retention or sale of Personal Information.

Contact Us

Please contact us [here](#) regarding this policy and our related privacy practices. If you believe we or any company associated with us has misused any of your information please contact us immediately and report such misuse.

Changes to this Website Privacy Policy

We may change this policy at any time and from time to time. If we do so, such change will appear on this page of our website. We will also provide appropriate notice and choices to you,

on this website and in other appropriate locations, based on the scope and extent of changes. You can determine when we revised this policy by referring to the effective date at the top of the policy. The revised privacy policy will supersede all previous versions. Any changes will become effective when we post this policy on this website. By continuing to access or use this website following such changes, you will be deemed to have agreed to such changes.