

CareCloud Privacy Policy

This privacy policy (the “Policy”) describes how CareCloud collects and uses your personal information in regards to its CareCloud Community website. CareCloud will only use and disclose your personal information, including health information, in limited circumstances which are described in this Policy. For purposes of clarity references to the “Portal” and “Site” are intended to mean the same thing (i.e., the CareCloud Community website).

Revisions, Updates and Changes

CareCloud reserves the right to modify, amend and update this Policy at any time, with notice to you as may be required by applicable law. Your continued use of this Site or your Patient Health Record (“PHR”), to which you will have use and access, means that you accept whatever changes to the Policy that CareCloud makes. We suggest that you periodically review this Policy to see if any changes have been made to it that may affect you.

Your Patient Health Information

If you maintain a PHR with CareCloud, information in your PHR will ONLY be available to you and your physician, as well as persons affiliated with or employed by your physician (collectively, the “Physician.”). Without your consent or the consent of your Physician, CareCloud will only disclose your health information when we are required to do so legally, or if you ask us to do so. Otherwise, CareCloud will access your PHR only for purposes of creating and supporting your PHR. Notwithstanding, CareCloud may de-identify information in your PHR (in compliance with applicable law), so that it does not identify you, and we may use and disclose your de-identified health information to third parties, without restriction.

Your PHR has security measures in place that protect against loss and misuse of your health data within this Portal. All communications between you and your Physician, for example, and all attempts by you or your Physician to access the PHR or to communicate with CareCloud and this Portal in any way, are encrypted and secure as required by law.

Furthermore, please note that when you use a service such as this Portal to interact directly with health care professionals, some information that you provide may be documented in your medical record, and available for use to guide your healthcare. And, information that you place in your PHR may become part of your Physician’s permanent healthcare record about you. CareCloud does not control how your Physician uses or discloses information obtained from or stored within your health record. What’s more, CareCloud cannot modify, change, correct or alter in any way the health information displayed in your PHR. Requests to modify your PHR should be made to your Physician’s office.

Likewise, access to your password is protected. You should not share your password with anyone, and you should periodically update your credentials. And, CareCloud will never ask you for your password in an unsolicited telephone call or email.

CareCloud monitors the use of this Portal, to ensure that all uses of it are proper. If we have questions

regarding your use of this Portal. We may also provide your identity to others in connection with suspected misuse or improper activity relating to your PHR and use of this Portal.

CareCloud gathers basic information on PHR usage such as number of visits, visitor source and visitor activity. This data, and other data collected from this Portal, is de-identified, so that all identifying information about you is deleted from such information. CareCloud and its contractors then use this data for purposes of creating and/or improving your PHR, and your use of the Site.

Lastly, except as disclosed in this Policy, CareCloud will not sell, provide or give away information that identifies you. However, CareCloud may provide personal information about you if required by law, or where we have your express permission to use or disclose your health information or other identifying information to third parties.

Ownership of De-Identified Information

As stated above, for purposes of providing you with our services, we have the right to remove identifying information from your personal information, including your health information, as may be required by applicable law, so that it does not identify you. In that regard, you hereby transfer and assign to CareCloud all right, title and interest in all de-identified information about you, and you agree that CareCloud may use and disclose such information for any purpose, without restriction. You also agree that you have no further interest in such information, or in the proceeds of CareCloud's sale or use of such information.

Educational Information

CareCloud may provide educational and informational, health-related data through the Site. Any such materials are for educational and informational purposes only, and are not intended to constitute, and should not be construed as, medical advice for diagnostic, treatment or other purposes. And, CareCloud is not liable or responsible for the accuracy, completeness or substance of the information it may post on the Site, which is for educational and informational purposes only. You assume full risk and responsibility for the use of all information on this Site, and CareCloud is not responsible or liable in any way for any claim, loss or damage resulting therefrom. What's more, CareCloud does not endorse any provider of healthcare or healthcare related products or services, and the materials on this Site that may relate to any such products or services.

Statement of E-Mail Privacy Practices

Your email address is never used for any purpose other than to communicate with you or on your behalf. Your email may also be used if you forget your password, or for other purposes in the future. CareCloud does not share your email address with any third parties, unless required by law. In addition, you may opt out of receiving any email communication from CareCloud by clicking "Unsubscribe" in an email, or by contacting us at marketing@carecloud.com or at the below street address, and be sure to include your full name and email address that you wish to have removed:

CareCloud Corporation
Attn: CareCloud Community Business Team
5200 Blue Lagoon Drive, Suite 900
Miami, FL 33126

Internet Cookies

Each time that you visit this Site, CareCloud is able to collect limited information that your browser makes available to us. Additionally, CareCloud may place internet “cookies” on your computer to allow it to customize this Site to be more helpful to you and your needs. Each cookie consists of a unique identifier that helps us to identify you, but not your health information. Here are two principle types of cookies. First, there are those that are temporary, and available only during each of your visits to the Site. These cookies help to customize your experience on this Site. Second, there are permanent cookies. These are affixed to your computer or its permanent storage device, and only expire when you erase them. Neither of these two types of cookies stores any of your personal health information. CareCloud uses both types of cookies to retain information about your use and visits to this Site.

Access

Please note that Users may update or delete previously submitted information. If a User’s information (such as your email address) should change, please update all such information regularly, so that your contact information and pertinent information is up-to-date.

Facebook Connect/Open ID

You may log in to the Site using sign-in services such as Facebook Connect or an Open ID provider. These services will authenticate your identity, and provide you with options to share certain personal information with CareCloud, such as your name and email address (i.e., to pre-populate CareCloud’s sign up form). Services like Facebook Connect provide you with the opportunity to post information about your activities on this Site to your profile page in Facebook, for sharing with others within your network.

Chat Feature

CareCloud uses a chat feature to assist you in learning more about the Site and how to use it. If the chat feature is offline, CareCloud will collect your name and email address and reply to your request at a later date.

Blogs

CareCloud may maintain blogs and community forums. You should be aware that any information that you provide on a blog may be read, collected and used by others who access the blogs and who read your postings on a blog, or with whom you communicate and share information about yourself or otherwise.

Customer Testimonials/Comments/Reviews

CareCloud posts customer testimonials/comments/reviews on this Site, which may contain personally identifiable information. CareCloud does so only after obtaining the customer's consent via e-mail prior to posting the testimonial. To request removal of your personal information from Testimonials, please contact CareCloud at marketing@carecloud.com.

Links to Third Parties

This Site provides links to third party sites. CareCloud has no control over the content contained in or referenced on such sites, and is not responsible for such content. You should assume that information that is on a third party's site is not CareCloud's information, and is not subject to the care, custody or control of CareCloud.

Minors

CareCloud has no intention of accepting information from users under the age of 18. If you are under 18 years of age, please do not use this Site. Parents are urged to monitor and supervise their children's on-line activity.

Questions, Complaints and Contacts

If you have any questions about this Policy, or any other aspects of your privacy, please contact CareCloud by email at legal@carecloud.com, or by mail at the below address:

CareCloud Corporation
Attn: Legal Department
5200 Blue Lagoon Drive, Suite 900
Miami, FL 33126