

NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Kestra Medical Technology Services, Inc. (KMTS) is a health care provider subject to the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA").

This means that this Notice applies when we collect and process Protected Health Information ("PHI," as defined by HIPAA) through our ASSURE® Wearable Defibrillator ("ASSURE system"), our mobile apps used in conjunction with the ASSURE system, and CareStation. This notice does not apply when we collect and process information in connection with your use of our website unrelated to the ASSURE system.

We are committed to protecting the information you share with us and are required by law:

- To maintain the privacy of your protected health information;
- To provide this Notice of our legal duties and privacy practices with respect to protected health information to any customer who requests it;
- To notify you of any unauthorized disclosure or other breach of your protected health information;
- To abide by the terms of this Notice until the adoption of a new one; and
- To post this notice on our website: www.kestramedical.com

Uses and Disclosures for Payment, Treatment or Healthcare Operations: Under HIPAA, we may use, receive or disclose your protected health information for payment, treatment or healthcare operations without obtaining a written authorization from you. Examples of this use include but are not limited to:

Payment: We may use and disclose your protected health information to receive payment for the products and services we provide. Payment activities may include verification of eligibility for benefits with, and sending claims to your health insurance carrier or medical plan, reviewing the medical necessity of the services

rendered by your physician, and coordinating the payment of benefits between medical plans.

Treatment: We may disclose protected health information to your medical care providers for management or coordination of that care. For example, your provider may require medical records related to your ASSURE system to help evaluate your condition.

We may provide you with information regarding treatment alternatives or other health-related benefits and services. We always recommend that you contact your physician before making any changes to your treatment.

Healthcare Operations: We may use and disclose your protected health information for our business planning and operational purposes. For example, we may use or disclose your protected health information for activities such as verification of eligibility for benefits with your health insurance carrier or for training and quality control within our organization or coordinating and arranging for the return of the ASSURE system after you have stopped using it.

Note that the ASSURE system provided to you includes an embedded GPS enabled module (the "Module") that leverages cellular or other wireless networks to transmit real time precise location data of the ASSURE system to KMTS. The Module's location data is used by KMTS solely to support the tracking and return of the ASSURE system when it is no longer used by you.

Business Associates: We may contract with other businesses (under HIPAA, "Business Associates") for certain services. These Business Associates may require access to your personal health information in order to perform payment, treatment, or healthcare operations for us. Business Associates must agree in writing that they will follow these privacy practices and will protect the privacy of your health information.

Unless you authorize additional uses or disclosures, your protected health information will be available only to the individuals who need the information to conduct payment, treatment or healthcare operations activities.

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OTHER USES AND DISCLOSURES:

Other disclosures KMTS may make:

- To comply with legal proceedings, court or administrative order or subpoena
- To law enforcement officials for limited law enforcement purposes
- To public Health Authorities for certain required public health activities
- To avert a serious threat to the health or safety of you or any other person
- To comply with laws and regulations related to workers' compensation or similar programs
- To a coroner, medical examiner or funeral director for purposes of carrying out his or her duties
- To federal officials for lawful intelligence activities or if you are imprisoned
- To your personal representative appointed by you or designated by law
- When otherwise required by law
- To inform you of other KMTS products and services that may be of interest to you

These uses and disclosures may be subject to special rules under HIPAA or other laws.

Limitations on Use and Disclosure: If a use or disclosure of your protected health information identified in this Notice is subject to a law more stringent than HIPAA, the more stringent law will apply. If you have a question about your rights under any federal or state law, please write to the KMTS Compliance Officer.

Authorizations Required for all Other Uses and Disclosures: Any other use or disclosure of your protected health information not identified within this Notice will be made only with your written authorization. You have the right to limit the type of information and the persons to whom it should be disclosed. You may revoke your written authorization at any time, and the revocation will be followed to the extent action on the authorization has not yet been taken.

Kestra Medical Technology Services, Inc.
3933 Lake Washington Blvd. NE, Suite 200
Kirkland, WA 98033
Attention: Compliance Officer
Email: legal@kestramedical.com
Phone: (833) 692-7787

YOUR RIGHTS:

Below are your privacy and confidentiality rights as a customer of KMTS. Please note that all requests must be made in writing.

You may request that KMTS places a restriction on certain uses and disclosures of your protected health information. We will do our best to accommodate your request, as long as we are not required by law to make a disclosure. To request a restriction, please write to our Compliance Officer and provide specific information as to the information to be restricted, the type of restriction being requested (i.e. on the use of information, the disclosure of information, or both), and to whom the limits should apply. We will respond in writing.

You may request that our confidential communications of your protected health information be sent to alternative locations or by alternative communicative means. For example, you may ask that we send information or products to your office rather than your home address. We are not required to accommodate your request unless the request is reasonable.

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You may make a written request to inspect and obtain a copy of the protected health information that may be used by KMTS to make decisions about your care or treatment. Be specific as to the information requested. A reasonable fee may be imposed for copying and mailing the requested information.

You may request that KMTS amend your protected health information or record if you believe that information is incorrect or incomplete. KMTS cannot amend information it did not create and will refer you to the provider of service if you are requesting amendment to diagnosis or treatment information.

Any uses or disclosures of your protected health information for marketing purposes outside of KMTS will be made only with your authorization. Any sale or related disclosures of your protected health information in association with such sale is prohibited without your authorization.

You may receive an accounting of certain disclosures of your protected health information made by KMTS for purposes other than treatment, payment or healthcare operations for the time period up to six years prior to the date of the request.

You may request and obtain a paper copy of this Notice at any time, even if you have agreed to receive it electronically.

To exercise any of these rights, please write to the address listed at the end of this Notice. There are circumstances where KMTS is allowed to deny or limit your request, unless you have paid for services out-of-pocket, in full, and you are requesting that KMTS not disclose your protected health information related solely to those services to a health plan. In such a denied or limited event, you may have the right to object and obtain a review of our decision. We will provide you with further information about those rights at that time. If you would like more specific information about these matters, contact the KMTS Compliance Officer.

Changes to this Notice: KMTS reserves the right to change the terms of this Notice and its privacy practices and to make the new provisions effective for all protected health information it maintains. The most current notice will be available on our website: www.kestramedical.com.

Complaints and Compliance Officer: You may file a complaint with our Compliance Officer and with the Secretary of the Department of Health and Human Services if you believe your privacy rights have been violated. Their addresses are available under contact information below. All complaints must be filed in writing. Federal law prohibits retaliation against you for filing a complaint.

Compliance Officer Information: If you have any questions about this Notice write to:

Kestra Medical Technology Services, Inc.
3933 Lake Washington Blvd. NE, Suite 200
Kirkland, WA 98033
Attention: Compliance Officer
Email: legal@kestramedical.com
Phone: (833) 692-7787

To contact the Secretary of Health and Human Services, write to:

U.S. Department of Health and Human Services
Hubert Humphrey Building
200 Independence Avenue,
S.W. Washington, D.C. 20201

Effective Date of Notice: July 31, 2021. KMTS is required to follow the terms of this notice until it is replaced. KMTS reserves the right to change this Privacy Statement at any time as allowed by law and will notify you of any changes as required by law. KMTS reserves the right to make the changes apply to all information KMTS maintains.