

# WeCuro Privacy Policy

## Introduction

Thank you for visiting WeCuro's website. WeCuro, Inc. is doing business as WeCuro ("Company" "We" or "US") respects your privacy and recognizes that it is critical for individuals and businesses to be confident that their privacy is protected when they visit the WeCuro website or use the WeCuro software application.

Consistent with the provisions of the Internet Security and Privacy Act, the Freedom of Information Law, and the Personal Privacy Protection Law, this policy describes WeCuro's privacy practices regarding information collected online and offline through your use of the mobile software applications (the "Applications" "App"), online platforms and websites (the "Sites") and related content (collectively, the "Services") made available to you by WeCuro, Inc. and/or its subsidiaries, affiliates and licensors (collectively, "WeCuro" "we" or "us" or "our"). This Privacy Policy is incorporated into, a part of, and governed by the WeCuro Terms of Service. As used herein, "you", "your", "applicant", and "customer" means a user of the Services, whether through the Applications or the Sites, including but not limited to the WeCuro's software and affiliates (as each such term is defined in the WeCuro Terms of Service).

This notice describes how WeCuro, and its affiliates collect and use personal data. This notice applies to all users of our application, websites, features, or other services anywhere in the United States and internationally. This notice also governs WeCuro's other collections of personal data in connection with its Services. For example, we may collect the contact information of individuals who are permitted by law to represent others and institutional customers; personal data of those who start but do not complete applications for employment; or other personal data in connection with our mapping technology and features.

All those subject to this notice is referred to as "users" in this notice.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. By using the Services, you are signifying your acceptance of this Privacy Policy, including without limitation the collection, processing, use, and disclosure of your information as described in this Privacy Policy. If you do not agree with our policies and practices, your choice is not to use the Services. By accessing or using the Services, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of the Services after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

As used in this Privacy Policy, the terms "using" and "processing" information include using cookies on a computer, subjecting the information to statistical or other analysis, and using or handling information in any way, including, but not limited to collecting, storing, evaluating, modifying, deleting, using, combining, disclosing, and transferring information within our organization or among our affiliates within the United States or internationally.

## **DATA COLLECTION**

Within the Services. In email, text, and other electronic messages between you and Company we collect information.

When you interact with our advertising and applications on third-party websites and Services if those applications or advertising include links to this policy. It does not apply to information collected by:

- (i) us offline or through any other means, including on any other website operated by Company or any third party (including our affiliates and subsidiaries)
- (ii) or (any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Services.

## **NOTE REGARDING CUSTOMER AND HEALTH INFORMATION**

**WECURO ENABLES CUSTOMERS SUCH AS HOME CARE AGENCIES AND PATIENTS/APPLICANT OR CAREGIVERS TO COORDINATE AND PROVIDE CARE, INCLUDING HOME VISITS. HOME CARE AGENCIES AND PATIENTS/APPLICANT OR CAREGIVERS' MAY USE WECURO TO CREATE AND STORE INFORMATION, INCLUDING PROTECTED HEALTH INFORMATION ("PHI") WHICH MAY BE VIEWABLE BY WECURO, YOUR PATIENTS AND APPLICANT OR CAREGIVERS AND YOUR HOME CARE AGENCY AND/OR HEALTHCARE PROVIDER. PLEASE NOTE THAT IF YOU ARE A CUSTOMER THE COLLECTION, STORAGE AND USAGE OF YOUR CUSTOMER INFORMATION IS GOVERNED BY YOUR AGREEMENT WITH YOUR MEDICAL PROVIDERS, PATIENTS AND APPLICANT OR CAREGIVERS AND/OR INSURANCE PROVIDERS AND IS NOT GOVERNED BY THE TERMS OF THIS PRIVACY POLICY. THIS PRIVACY POLICY IS ONLY INTENDED TO GOVERN WECURO'S RELATIONSHIP WITH ITS DIRECT USERS, NAMELY APPLICANTS AND CUSTOMERS SUCH AS HOME CARE AGENCIES.**

## **HIPAA**

**For Patients and Applicant or Caregivers, please note that the Customer information, including PHI, that you input into the Services may be viewable by others, including your home care agency, in connection with their permitted use of the Services. Any information that you wish to remain strictly confidential should not be entered into the Services.**

**Home care agencies and Applicant/Caregivers that use the Services may be regulated as a "covered entity" or "business associate" under the Health Insurance Portability and Accountability Act of 1996 as amended ("HIPAA"). When we store, process, or transmit "individually identifiable health information," we do so as a "business associate" (as those terms are defined in HIPAA) of such home care agency or caregiver. We will therefore use appropriate and reasonable safeguards designed to prevent misuse or inappropriate disclosure of any such protected health information received or created on behalf of such Agency or Caregiver as covered entity. We further agree to limit the uses and disclosures of protected health information, based on the activities or services being performed by us as business associate, and subject to the other restrictions in this policy. The parties otherwise agree to be bound by and incorporate herein the requirements set forth in Parts 160 and 164 of 45 CFR for the safeguarding of protected health information received**

by a business associate. The foregoing is subject to any separate or further business associate agreement (“BAA”) that Company as a “business associate” may enter with you.

### **CHILDREN UNDER THE AGE OF 13**

The Services is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Services. 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 Services or on or through any of its features/register on the Services, make any purchases through the Services, use any of the interactive or public comment features of the Services or provide any information about yourself to us, including your name, email address, telephone number, or any screen name or username you may use. 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 [privacy@wecuro.com](mailto:privacy@wecuro.com).

#### **What Information is collected:**

We collect several types of information from and about Users of the Services when you register or visit our website. This includes personal data and personal information. Depending on your use of the Services, we may collect two types of information: “Personally Identifiable Information” and “Non-Personally Identifiable information”. We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

For purposes of this policy with respect to employment applicants, candidates, and our employees we collect the following categories of information:

Personally identifiable information is information that identifies you or can be used to identify or contact you. Such information may include, without limitation, your name, social security number, address, e-mail address, telephone number, and billing information.

Non-personally identifiable information is information, any single item of which, by itself, cannot be used to identify or contact you, including without limitation demographic information (such as age, profession, gender, current location, zip code, birth date, or year of birth, your job search criteria and preferences, your availability to work, emergency contact information consisting of full name and phone number, your employment experience, educational history, your skills, reference information, background check information, pay / compensation expectations, ability to work in the United States, languages spoken, and other information contained in your resume), IP addresses, browser types, unique device identifiers, device types, requested URL, referring URL, browser language, the pages you view, the date and time of your visit, domain names, and statistical data involving the use of the Services. Certain non-personally identifiable information may be considered a part of your personally identifiable information if it were combined with other identifiers (for example, combining your zip code with your street address) in a way that enables you to be identified. However, the same pieces of information are considered

non-personally identifiable information when they are taken alone or combined only with other non-personally identifiable information (for example, your viewing preferences).

**Identity Data:** Includes name, title, date of birth and gender. This may also include information about you, or your employer provides regarding your agency, job and education history, and professional certifications.

**Contact Data:** Includes mailing/billing address, email address and telephone numbers.

**Financial Data:** Includes bank account and payment card details.

**Transaction Data:** Includes details about payments to and from you and other details of products and services you have used or purchased from us. We collect transaction information related to the use of our services, including the type of services requested or provided, service details, payment transaction information (such as payment methods or and location and amount of transaction), place of service information, date, and time the service was provided, amount charged, distance traveled, and payment method. Additionally, if someone uses your promotion code, we may associate your name with that person.

**Technical Data:** Includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.

**Profile Data:** Includes your username and password, purchases or orders made by you (or by your employer on your behalf), your interests, preferences, feedback, and survey responses.

**Usage Data:** Includes information about how you use our Services. We collect the data submitted by users when they contact WeCuro customer support (including at WeCuro remote onboarding, or via videoconferencing tools), provide ratings or compliments for other users, affiliates, or otherwise contact WeCuro. This includes data such as access dates and times, app features or pages viewed, app crashes and other system activity, and type of browser. We may also collect data regarding the third-party sites or services used before interacting with our services, which we use for marketing. (Please see "How We Use Personal Data" below for more information on how we market our services to users).

In some cases, we collect this data through cookies, pixels, tags, and similar tracking technologies that create and maintain unique identifiers. To learn more about these technologies, please see our [Cookie Notice](#).

**Demographic data:** We collect demographic data about users, including through user surveys. We collect travel information, including the times and dates of upcoming visits, caregiver reservations, from users of our WeCuro Reservations feature. We collect such information: (1) when users manually input their information into a WeCuro Reservation itinerary; or (2) if authorized by users to access their Gmail accounts, from caregiver reservations-related email confirmations. If so authorized, WeCuro will only access users'

Gmail accounts to collect caregiver reservation itinerary information to enable the WeCuro Reservations feature, and will adhere to Google's API Services User Data Policy, including the limitations on use of data collected from users' Gmail accounts.

**Geolocation Data:** When you use the WeCuro application we will collect and track precise geolocation information (i.e., information about your precise location) from the mobile devices on which you have installed the Application. Location data (Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's): We collect Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's precise or approximate location data, including to enable care services and, to enable care services tracking and safety features, to prevent and detect fraud, and to satisfy legal requirements. WeCuro collects this data when the WeCuro app is running in the foreground (app open and on-screen) or background (app open but not on-screen) of their mobile device.

We collect such data from users' mobile devices if they enable us to do so. (See "Choice and transparency" below for information on how Candidate/Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's and Customers/service recipients can enable location data collection). WeCuro collects such data from the time care service is scheduled or is requested until it is finished (and may indicate such collection via an icon or notification on your mobile device depending on your device's operating system), and any time the app is running in the foreground (app open and on-screen) of their mobile device.

Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's and Customers /service recipients may use the WeCuro apps without enabling WeCuro to collect precise location data from their mobile devices. However, this may affect features in the WeCuro apps. For example, a user who has not enabled location data collection will have to manually enter their address. In addition, the location data collected from a caregiver during a visit will be linked to the caregiver's account, even if the Customer/service recipient has not entered their address location data to be collected from their device, including for purposes of clock-in, clock-out, customer support, fraud detection, insurance, and litigation.

**Device data:** We may collect data about the devices used to access our services, including the hardware models, device IP address or other unique device identifiers, operating systems and versions, software, preferred languages, advertising identifiers, device motion data, and mobile network data.

**Communications data:** We enable users to communicate with each other and WeCuro through WeCuro's mobile apps and websites. For example, we enable Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's and Customers (service recipients, to call or text each other (generally without disclosing their telephone numbers to each other). To provide these services, WeCuro receives some data regarding the calls, texts, or other communications, including the date and time of the communications and the content of the communications. WeCuro may also use this data for customer support services (including to resolve disputes between users), for safety and security purposes, to improve our services and features, and for analytics.

**Marketing and Communications Data:** Includes your preferences in receiving marketing from us and our third parties and your communication preferences.

By providing your mobile phone number to us, you opt in and consent to receive text messages from us, which includes but is not limited to text messages sent through an automatic telephone dialing system. Consent to receive marketing text messages is not required as a condition of working with us. If you do not wish to receive marketing text messages, do not provide us with your mobile phone number.

We also collect, use, and share Aggregated Data which is anonymized, de-identified or otherwise aggregated, such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

### **Where and When is Information Collected (Including Through the Use of Cookies and Action Tags)**

We will collect personally identifiable information that you submit to us or authorize us to collect from you. We may also receive personally identifiable information about you from third parties providing payment authorization and fraud screening services and background checks as part of your registration for or use of the Services.

#### ***Registering to Use the Services and while Using the Services***

You may be required to establish an account to take advantage of certain features of the Services. If so, if you wish to establish an account you will be required to provide us with information (including personally identifiable information and non-personally identifiable information) such as name, social security number, postal address, e-mail address, birth date, gender, profile photo, and billing information. We may also receive personally identifiable information about you from third parties providing payment authorization and fraud screening services and background checks and references as part of the registration process. In addition, we may obtain your personally identifiable information from you if you identify yourself to us by sending us an e-mail with questions or comments. We also collect emergency contact information, user settings, and evidence of health or fitness to provide services using WeCuro apps. Other information we may collect from you in connection with your registration for and/or use of the Services may include nursing license, photo identification, CPR card and employment eligibility documents. The information we may collect from you is not limited to what is described on this list, and we may add or remove categories of information from this list at any time at our discretion. We may use the photos submitted by users to verify their identities, such as through facial verification technologies. For more information, please see the section titled “How we use personal data.”

#### **Cookies and Action Tags**

We may collect non-personally identifiable information passively using “cookies” and “action tags.”

## Cookies Policy

“Cookies” are small text files that can be placed on your computer or mobile device to identify your Web browser and the activities of your computer on the Services and other websites. Cookies can be used to personalize your experience on the Services (such as dynamically generating content on webpages specifically designed for you), to assist you in using the Services (such as saving time by not having to reenter your name each time you use the Services), to allow us to statistically monitor how you are using the Services to help us improve our offerings, and to target certain advertisements to your browser which may be of interest to you (including in connection with remarketing to users and previous visitors) or to determine the popularity of certain content.

You do not have to accept cookies to use the Services. Although most browsers are initially set to accept cookies, you may reset your browser to notify you when you receive a cookie or to reject cookies generally. Most browsers offer instructions on how to do so in the “Help” section of the toolbar. However, if you reject cookies, certain features or resources of the Services may not work properly or at all and you may experience some loss of convenience.

For the avoidance of doubt, this Services uses third-party services platforms (including to help analyze how users use the Services and to deliver advertising services). These third-party services platforms may place cookies on your computer or mobile device. If you would like to disable “third party” cookies, you may be able to turn them off by going to the third party’s website.

Here is a links to some third-party platform we use:

<https://www.linkedin.com/legal/privacy-policy>

<https://hrtechprivacy.com/brands/indeed#privacypolicy>

<https://www.google.com/policies/privacy/>

“Action tags,” also known as web beacons or gif tags, are a web technology used to help track website usage information, such as how many times a specific page has been viewed. Action tags are invisible to you, and any portion of the Services, including advertisements, or e-mail sent on our behalf, may contain action tags.

By using cookies and action tags together, we are able to gain valuable information to improve the Services and measure the effectiveness of our advertising and marketing campaigns.

Finally, you should be aware that advertisers and other third parties may use their own cookies or action tags when you click on their advertisement or a link to their websites or services on or from the Services. This Privacy Policy does not govern the use of cookies or action tags or the use of your information by such third-party websites or services or providers of third-party advertising.

## Log Files.

We also collect non-personally identifiable information through our Internet log files, which record data such as user IP addresses, browser types, domain names, and other anonymous



statistical data involving the use of the Services. This information may be used to analyze trends, to administer the Services, to monitor the use of the Services, and to gather general demographic information. We may link this information to personally identifiable information for these and other purposes such as personalizing your experience on the Services and evaluating the Services in general.

### Background check and identity verification (Applicant/Caregivers – Nurses, Therapists, HHA's, PCA's).

This may include information such as employment history or criminal record (where permitted by law), license status, known aliases and prior addresses, and right to work. This information may be collected by an authorized vendor on WeCuro's behalf. We also verify the identities of Customers, and of their legally designated representative who request services on the Customer's behalf.

### Information Collected Automatically When You Visit this Website

When visiting WeCuro's website we collect and stores the following information about your visit:

- (i) *User client hostname.* The hostname or Internet Protocol address of the *user* requesting access to a *state agency website*.
- (ii) HTTP header, "*user agent*." The *user agent* information includes the type of browser, its version, and the operating system on which that the browser is running.
- (iii) HTTP header, "*referrer*." The referrer specifies the web page from which the *user* accessed the current web page.
- (iv) System date. The date and time of the *user's* request.
- (v) Full request. The exact request the *user* made.
- (vi) Status. The status code the server returned to the *user*.
- (vii) Content length. The content length, in bytes, of any document sent to the *user*.
- (viii) Method. The request method used.
- (ix) Universal Resource Identifier (URI). The location of a resource on the server.
- (x) Query string of the URI. Anything after the question mark in a URI.
- (xi) Protocol. The transport protocol and the version used.

None of the foregoing information is deemed to constitute *personal information*.

The information that is collected automatically is used to improve this website's content and to help WeCuro understand how *users* are interacting with the website. This information is collected for statistical analysis, to determine what information is of most and least interest to our *users*, and to improve the utility of the material available on the website. The information is not collected for commercial marketing purposes and WeCuro does not sell the information collected from the website for commercial marketing purposes.



## Information Collected When You E-mail this Website or Complete a Transaction

During your visit to this website, you may send an e-mail to WeCuro. Your e-mail address and the contents of your message will be collected. The information collected is not limited to text characters and may include audio, video, and graphic information formats included in the message. Your e-mail address and the information included in your message will be used to respond to you, to address issues you identify, to improve this website, or to forward your authorized third party for appropriate action. Your e-mail address is not collected for commercial purposes and WeCuro does not sell your e-mail address for commercial purposes.

During your visit to this website, you may complete a transaction such as a survey, registration, or order form. The information, including *personal information*, volunteered by you in completing the transaction is used by WeCuro to operate WeCuro programs, which include the provision of goods, services, and information. The information collected by WeCuro may also be disclosed by WeCuro to authorized third parties for those purposes that may be reasonably ascertained from the nature and terms of the transaction in which the information was submitted.

### Data from other sources. These include:

- Users participating in our referral programs. For example, when a user refers to another person, we receive the referred person's personal data from that user.
  - WeCuro business partners through which users create or access their WeCuro account, such as payment providers, social media services, or apps or websites that use WeCuro's APIs or whose APIs WeCuro uses.
  - WeCuro business partners in connection with referrals or contracted services in partnership with WeCuro to the extent disclosed in the terms and conditions for the services.
  - Vendors who help us verify users' identity, background information, and eligibility to work, or who screen users in connection with sanctions, anti-money laundering, or know-your-customer requirements.
  - Insurance, vehicle, or financial services providers for Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's and Customers/services recipients, partner employment or care service provided companies (for Applicant/Caregivers, Nurses, Therapists, HHA's, PCA's who use our services through an account associated with such a company)
  - Publicly available sources
  - Marketing service providers or data resellers whose data WeCuro uses for marketing or research
  - Law enforcement officials, public health officials, and other government authorities
- WeCuro may combine the data collected from these sources with other data in its possession.

*To object to a deactivation resulting from these processes, please contact WeCuro customer support.*

*WeCuro performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users, or on the grounds that they are necessary for purposes of the legitimate interests of WeCuro, its users and others.*

## How Do We Use The Information We Collect

- WeCuro uses personal data to enable reliable and convenient service and other products. We also use such data:
- to enhance the safety and security of our users and services
- for customer support
- for research and development
- to enable communications between users
- to send marketing and non-marketing communications to users
- in connection with legal proceedings

***WeCuro does not sell or share user personal data with third parties for their direct marketing.***

*1. To provide our services. WeCuro uses data to provide, personalize, maintain, and improve our services.*

*This includes using data to:*

- create/update accounts
- enable employment and care at home services (such as using location data to facilitate providing services), features that involve data sharing (such as split shifts, ETA sharing, and compliments), and **accessibility features** to facilitate use of our services by those with disabilities
- process payments
- track and share the progress of services
- create WeCuro caregiver request itineraries and offer related services, such as medication or medical equipment deliveries.
- personalize users' accounts. We may, for example, present an WeCuro Concierge user with personalized service or recommendations based on their prior service orders (Ex. Drip Hydration Services). Please see the section of this notice titled **"Preference and Transparency"** to learn how to object to this use of personal data.
- facilitate insurance, invoicing, or financing solutions
- perform necessary operations to maintain our services, including to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends.

*WeCuro performs the above activities, including the collection and use of location data for purposes of these activities, on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users.*

*2. Safety and security. We use personal data to help maintain the safety, security, and integrity of our services and users. This includes:*

- *verifying users' identity and eligibility to provide employment services or care at home services, including through reviews of background checks, reference checks, licenses and certifications where permitted by law, to help prevent use of our services by unsafe Applicant/Caregivers and/or Customers.*

*In certain regions, this includes WeCuro's Quick ID Check feature, which prompts Applicant/Caregivers to share a selfie before going into someone's home to ensure that the caregiver using the app matches the WeCuro account we have on file. Where permitted by law, this also includes performing facial verification of photographs submitted by users, or collected from public databases, to prevent identity-borrowing or to verify users' identities.*

- *using device, location, user profile, usage, and other data to prevent, detect, and combat fraud. This includes identifying fraudulent accounts or uses of our services, preventing use of our services by unauthorized Applicant/Caregivers, verifying user identities in connection with certain payment methods, and preventing and combating unauthorized access to users' accounts.*
- *using user reported incidents, and other feedback to encourage compliance with our standards of care, policies, and procedures, and as grounds for deactivating or termination of users who otherwise violated such guidelines.*
- *sharing information regarding serious caregiver safety incidents or compliance with local regulations with third parties, including other companies who enable users to request or provide care services, or intermediaries who collect and report such information for multiple companies and law enforcement, to prevent Applicant/Caregivers who may pose a safety risk to the platform or its users from using WeCuro's or those other companies' services. We may also share with third parties, including those affected by such incidents, whether the incidents result in account deactivation.*
- *using user feedback, usage, and other data to prevent matching of Applicant/Caregivers for whom there is higher risk of conflict (for instance, because one user previously reported an incident with that caregiver ).*

*WeCuro performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users, and/or for purposes of the legitimate safety and security interests of WeCuro or other parties, including users and members of the public.*

*3. Customer support. WeCuro uses the information we collect (which may include call recordings) to provide customer support, including to investigate and address user concerns and to monitor and improve our customer support responses and processes.*

*WeCuro performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users.*

*4. Research and development. We may use personal data for testing, research, analysis, product development, and machine learning to improve the user experience. This helps us make our services more convenient and easier-to-use, enhance the safety and security of our services, and develop new services and features.*

WeCuro performs the above activities on the grounds that they are necessary to fulfil our obligations to users under our Terms of Use or other agreements with users in improving our existing services and features, or for purposes of WeCuro's legitimate interests developing new services and features.

5. Enabling communications between users. For example, a caregiver may message or call a customer to confirm an address location, a customer may contact a caregiver to retrieve information about their service or order.

WeCuro performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our [Terms of Use or other agreements](#) with users.

6. Marketing. WeCuro may use personal data to market our services to our users. This includes sending users communications about WeCuro services, features, promotions, sweepstakes, studies, surveys, news, updates, and events. We may do so through various methods, including email, text messages, push notifications, in app communications and ads, and ads on third party platforms.

We may use the data we collect, including in combination with authorized third parties' data, to personalize and improve the marketing communications (including ads) that we send on and off WeCuro's apps and websites, including based on user location, use of WeCuro's services, and user preferences and settings.

For information about how to opt out of certain marketing communications (including ads) from WeCuro and its advertising partners, please see the section titled "Marketing Preferences."

We may also send users communications regarding elections, ballots, referenda, and other political and notice processes that relate to our services. For example, WeCuro has notified some users by email of ballot measures or pending legislation relating to WeCuro's services in those users' areas.

WeCuro performs the above activities on the grounds that they are necessary for purposes of WeCuro's legitimate interests in informing users about WeCuro services and features or those offered by WeCuro partners or based on user consent. See the sections titled "[Preference and Transparency](#)" and "Marketing Preference" for information on your preferences regarding WeCuro's use of your data for marketing.

7. Non-marketing communications. WeCuro may use personal data to generate and provide users with receipts; inform them of changes to our terms, services, or policies & procedures; or send other communications that aren't for the purpose of marketing the services or products of WeCuro or its partners.

WeCuro performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users, or for purposes of WeCuro's and its users' legitimate interests in informing users about events that may have an impact on how they can use WeCuro services.

8. Legal proceedings and requirements. We may use personal data to investigate or address claims or disputes relating to use of WeCuro's services, to satisfy requirements under

*applicable laws, regulations, or operating licenses or agreements, or pursuant to legal process or governmental request, including from law enforcement.*

*WeCuro performs the above activities on the grounds that they are necessary for purposes of WeCuro's legitimate interests in investigating and responding to claims and disputes relating to use of WeCuro's services and features, and/or necessary for compliance with applicable legal requirements.*

#### *9. Automated decision-making*

*We use personal data to make automated decisions relating to use of our services.*

*This includes:*

- *enabling **dynamic pricing**, in which the price of certain caregiver visits (Ex. Drip Hydration visits), or service fee for WeCuro On Demand Caregiver services, is determined based on constantly varying factors such as the time and distance, and the number of customers and available caregiver using WeCuro at a given moment.*
- *matching available Applicant/Caregivers to users/customers requesting services. Users can be matched based on availability, proximity, and other factors such as likelihood to accept a visit based on their past behavior or preferences. Please see [here](#) for further information about our matching process.*
- *flagging users who are identified as having engaged in fraud, unsafe activity, or other activities that may harm WeCuro, its users, and others. In some cases, such as when a user is determined to be abusing WeCuro's referral program or has submitted fraudulent documents, such behavior may result in automatic deactivation, or where otherwise required by law, deactivation after review.*
- *using caregiver location information, and communications between users and Applicant/Caregivers, to identify cancellation fees earned or induced through fraud. For example, if we determine by using such information that a caregiver is delaying a user service to induce a cancellation, we will not charge the user/customer a cancellation fee and will adjust the amounts paid to the caregiver to omit such a fee. To object to such an adjustment, please contact WeCuro customer support.*
- *Using caregiver data (such as location, user feedback and gender) and user/customer data (such as user feedback, Applicant/Caregivers' profiles, and destination) to help avoid pairings of users that may result in increased risk of conflict.*

*In general, we use the information collected to provide the Services, including to determine WeCuro's qualifications and to otherwise make hiring decisions, to determine Applicant/Caregivers locations to ensure that they arrive to their shifts at Facilities or clients on time and stay for the entire time reported, and to process payroll; to help us understand who uses the Services; for internal operations such as operating and improving the Services; for customer service and billing purposes; and, unless you "opt out", so that we and third parties can contact you and target advertisements to you about products and services that may be of interest to you.*

*We may use your information to send you a welcoming e-mail and/or text that may confirm your username and password. We may send you emails and/or texts about the Services,*

such as, for example, to encourage you to complete your application or to encourage certain shift behaviors; and about products, services, information, and news that may be of interest to you. If you no longer desire to receive these communications, we will provide you with the option to change your preferences. If you identify yourself to us by sending us an e-mail or text with questions or comments, we may use your information (including personally identifiable information) to respond to your questions or comments, and we may file your questions or comments (with your information) for future reference. We may also use the information collected to send you emails or text messages regarding the Services generally (such as announcements and updates) or relating specifically to your use of the Services. If you want to continue using the Services, you will not be able to unsubscribe from certain Service announcements and updates as they contain important information relevant to your use of the Services.

We may also use the information gathered to perform statistical analysis of user behavior or to evaluate and improve the Services. We may link some of this information to personally identifiable information for internal purposes or to improve your experience with the Services.

### **When Do We Disclose Information to Third Parties**

Except as set forth in this Privacy Policy or the WeCuro Terms of Service, or as specifically authorized by you, we will not disclose any information we gather from you through the Services.

#### **To Connect Applicant/Caregivers and Clients or authorized third parties**

Since the purpose of the Services is to connect Applicant/Caregivers, clients and authorized third parties, by its very nature, the Services requires the disclosure of caregiver's information to clients or authorized third parties, and the disclosure of clients or authorized third party's information to Applicant/Caregivers. The information of Applicant/Caregivers shared with clients or authorized third parties may include a variety of personally identifiable information (some of which may be sensitive) and non-personally identifiable information, including without limitation, name, phone number, zip code, government issued id, photo, nursing license, CPR card, proof of dementia training, health information, and background screening results.

#### **Laws and Legal Rights.**

We may disclose your information (including personally identifiable information) if we believe in good faith that we are required to do so in order to comply with an applicable statute, regulation, rule or law, a subpoena, a search warrant, a court or regulatory order, or other valid legal process. We may disclose personally identifiable information in special circumstances when we have reason to believe that disclosing this information is necessary

to identify, contact or bring legal action against someone who may be violating the WeCuro Terms of Service, to detect fraud, for assistance with a delinquent account, or to protect the safety and/or security of our users, the Services, or the general public.

### **Third Parties Generally**

We may provide to third parties non-personally identifiable information, including where such information is combined with similar information of other users of the Services. For example, we might inform third parties regarding the number of unique users who use the Services, the demographic breakdown of our users of the Services, or the products and/or services purchased using the Services and the vendors of such products and services. If you opt in, we may also provide to third parties personally identifiable information. In addition to the above, when users use our Services, third parties (including without limitation third-party advertisers, analytics providers, and commercial partners) may directly collect personally identifiable and non-personally identifiable information about our users' online activities over time and across different websites. The third parties to which we may provide or who may independently directly collect personally identifiable and non-personally identifiable information may include potential or actual advertisers, providers of advertising and analytics products or services (including vendors and website tracking services), merchants, affiliates and other actual or potential commercial partners, sponsors, licensees, researchers, and other similar parties.

### **Contractors**

WeCuro may employ independent contractors, vendors, and suppliers (collectively, "Outside Contractors") to provide specific services and products related to the Services, such as hosting and maintaining the Services, providing credit card processing and fraud screening, background screening, payroll processing, scheduling services, and developing applications for the Service. In the course of providing products or services to us, these Outside Contractors may have access to information collected through the Service, including your personally identifiable information. We use reasonable efforts to ascertain that these Outside Contractors are capable of protecting the privacy of your personally identifiable information.

### **Sale of Business**

We reserve the right to transfer information to a third party in the event of a sale, merger or other transfer of all or substantially all of the assets of WeCuro or any of its Corporate Affiliates (as defined below), or that portion of WeCuro or any of its Corporate Affiliates to which the Services relates, or in the event that we discontinue our business or file a petition or have filed against us a petition in bankruptcy, reorganization or similar proceeding, provided that the third party agrees to adhere to the terms of this Privacy Policy.

### **Affiliates**

We may disclose information (including personally identifiable information) about you to our Corporate Affiliates. For purposes of this Privacy Policy: "Corporate Affiliate" means any



person or entity which directly or indirectly controls, is controlled by or is under common control with Affiliates, whether by ownership or otherwise; and “control” means possessing, directly or indirectly, the power to direct or cause the direction of the management, policies, or operations of an entity, whether through ownership of fifty percent (50%) or more of the voting securities, by contract or otherwise. Any information relating to you that we provide to our Corporate Affiliates will be treated by those Corporate Affiliates in accordance with the terms of this Privacy Policy.

## **Our Privacy Policy and Linking To Other Websites or Services**

### **Links Disclaimer**

WeCuro may provide you with access to other websites and services. Please be aware that we are not responsible for the privacy practices of any websites or services other than the Services. We encourage you to read the privacy policies or statements of each and every such website and service. This Privacy Policy applies solely to information collected by us through the Services.

### **WeCuro’s Security**

WeCuro ensures your information (including personally identifiable information) remain secure. We strive to provide transmission of your information from your computer or mobile device to our servers through methods that are consistent with industry standards and to employ administrative, physical, and electronic measures designed to protect your information from unauthorized access.

Notwithstanding the above, you should be aware that there is always some risk involved in transmitting information over the Internet. There is also some risk that others could find a way to thwart our security systems. As a result, while we strive to protect your information, we cannot ensure or warrant the security or privacy of any information you transmit to us, and you do so at your own risk.

### **Preference and Transparency**

As noted above, WeCuro does not collect any *personal information* about you unless you provide that information voluntarily by sending an e-mail, responding to a survey, legally authorized, or completing an on-line form or via our application. You may choose not to send us an e-mail, respond to a survey, revoke legal authorization, or complete an on-line form. While your choice not to participate in these activities may limit your ability to receive specific services or products through our application or website, it will not normally have an impact on your ability to take advantage of other features of the application or website, including browsing or downloading information.

### **Disclosure of Information Collected**

The collection of information through this website and the disclosure of that information are subject to the provisions of the Internet Security and Privacy Act. Except as provided below or as otherwise authorized by law, WeCuro will only collect *personal*

*information* through our application, authorized third parties and website or disclose *personal information* collected through our application, authorized third parties or website if the *user* has consented to the collection or disclosure of such *personal information*. The voluntary disclosure of *personal information* to WeCuro by the *user*, whether solicited or unsolicited, constitutes consent to the collection and disclosure of the information by WeCuro for the purposes for which the *user* disclosed the information to WeCuro, as was reasonably ascertainable from the nature and terms of the disclosure.

However, WeCuro may collect or disclose *personal information* without consent if the collection or disclosure is: (1) necessary to perform the statutory duties of WeCuro, or necessary for WeCuro to operate a program authorized by law, or authorized by state or federal statute or regulation; (2) made pursuant to a court order or by law; (3) for the purpose of validating the identity of the *user*; or (4) of information to be used solely for statistical purposes that is in a form that cannot be used to identify any particular person.

Further, the disclosure of information, including *personal information*, collected through our application, authorized third parties and our website is subject to the provisions of the Freedom of Information Law and the Personal Privacy Protection Law.

WeCuro may also disclose *personal information* to federal or state law enforcement authorities to enforce its rights against unauthorized access or attempted unauthorized access to WeCuro's information technology assets.

### Data Retention

WeCuro will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting, or other requirements.

### Access to and Correction of Personal Information Collected Via our Application and Website

Except as otherwise provided by law, any *user* may submit a request to WeCuro privacy department to determine whether *personal information* pertaining to that *user* has been collected through our application, authorized third parties and our website. Any such request shall be made in writing and must be accompanied by reasonable proof of identity of the *user*. Reasonable proof of identity may include verification of a signature, inclusion of an identifier generally known only to the *user*, or similar appropriate identification. The address of the privacy department is:

*WeCuro, Inc, 107-05 Rockaway Blvd, Ozone Park, NY 11417*

Except as otherwise provided by law, the privacy compliance officer shall, within five (5) business days of the receipt of a proper request, provide access to the *personal information*; deny access in writing, explaining the reasons therefore; or acknowledge the receipt of the request in writing, stating the approximate date when the request will be granted or denied, which date shall not be more than thirty (30) days from the date of the acknowledgment.

If WeCuro has collected *personal information* pertaining to a *user* through our application, authorized third parties or our website and that information is to be provided to the *user* pursuant to the *user's* request, the privacy department shall inform the *user* of his or her right to request that the *personal information* be amended or corrected under the procedures set forth in section 95 of the Public Officers Law, except as otherwise provided by law.

### Confidentiality and Integrity of Personal Information Collected Through our Application and Website

WeCuro is strongly committed to protecting *personal information* collected through our application, authorized third parties and our website against unauthorized access, use or disclosure. Consequently, WeCuro limits employee access to *personal information* collected through our application, authorized third parties and website to only those employees who need access to the information in the performance of their official duties. Employees who have access to this information follow appropriate procedures in connection with any disclosures of *personal information*.

In addition, WeCuro has implemented procedures to safeguard the integrity of its information technology assets, including, but not limited to, authentication, monitoring, auditing, and encryption. These security procedures have been integrated into the design, implementation, and day-to-day operations of our application, third party agreements, and website as part of our continuing commitment to the security of electronic content as well as the electronic transmission of information.

For application and website security purposes and to maintain the availability of our application and website for all *users*, WeCuro employs software to monitor traffic to identify unauthorized attempts to upload or change information or otherwise damage our application and website.

### General Disclaimer

The information provided in this privacy policy should not be construed as giving business, legal, or other advice, or warranting as fail proof, the security of information provided through our application and our website.

### Information Disclaimer

Information provided on our application and website is intended to allow immediate access to our platform. While all attempts are made to provide and capture accurate, current, and reliable information, WeCuro recognizes the possibility of human and/or mechanical error. Therefore, WeCuro, its employees, officers, and agents make no representations as to the accuracy, completeness, currency, or suitability of the information provided in our application and website and deny any expressed or implied warranty as to the same.

## Contact Information

For questions regarding this privacy policy, please contact:

Via e-mail: [privacy@wecuro.com](mailto:privacy@wecuro.com)

Via regular mail: WeCuro, Inc, 107-05 Rockaway Blvd, Ozone Park, NY 11420

Signature : \_\_\_\_\_

Date : \_\_\_\_\_