

Sustaina's Website Privacy Policy

Dr. Lisa Lewis, P.C. dba Sustaina Center for Women ("Sustaina") respects your privacy and the confidentiality of information provided to it. Sustaina is committed to protecting at all times the privacy of information provided by its patients and other general users of Sustaina's website, www.sustainacenter.com, ("Sustaina Website"). This Privacy Policy, which applies only to information collected by Sustaina through the Sustaina Website, ("Privacy Policy") outlines what type of personal information Sustaina may receive or collect, and how Sustaina uses and safeguards such information.

1. MEDICAL EMERGENCY

IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY, PLEASE IMMEDIATELY CALL 911 OR OTHER EMERGENCY MEDICAL SERVICES FOR HELP. ELECTRONIC COMMUNICATIONS, INCLUDING BUT NOT LIMITED TO E-MAIL, ARE NOT DESIGNED TO HANDLE MEDICAL EMERGENCIES. PLEASE DO NOT RELY ON ANY FORM OF ELECTRONIC COMMUNICATION IN REGARD TO ANY AND ALL IMMEDIATE, URGENT MEDICAL NEEDS.

2. Updates and Changes to the Privacy Policy

Sustaina reserves the right, at any time and without notice, to add to, change, update or modify this Privacy Policy, simply by posting such change, update or modification on the Sustaina Website. Any such change, update or modification will be effective immediately upon posting of the updated, changed or modified Privacy Policy on the Sustaina Website.

3. Types of Information Collected

a. *Traffic Data Collected.* Sustaina automatically tracks and collects the following information when you visit the Sustaina Website via Google Analytics, including your: (i) type of browser and (ii) type of computer (collectively "Traffic Data"). Traffic Data is anonymous information that does not personally identify you but is helpful for improving your experience on the Sustaina Website. Google Analytics also uses first party cookies, which are small files containing a string of characters that uniquely identifies you from another user and passes information from page to page during your website session. First party cookies do not collect your personal data. For more information about cookies and Google Analytics please visit Google's website:

<http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html#HowGAUsesCookies>.

b. *Personal Information Collected.* Sustaina collects personal information to assist with its medical services, including but not limited to gynecology, family planning, gynecological surgery, and preventative care services. As a visitor, you can access and browse the Sustaina

Website without providing personal information. Sustaina does not collect personally identifiable information unless you choose to provide it. When you become a registered user through Sustaina's patient portal ("Patient Portal"), or choose to interact with the Sustaina Website in other ways, such as submitting questions or comments or requesting information or materials, Sustaina will collect certain personal information from you. The type of personal information collected will vary but may include your name, address, phone number, birth date, billing and delivery information, e-mail address, credit card number, Social Security number, prescription information, insurance coverage information, patient chart information, and other demographic information.

4. Uses of Information Collected

The information Sustaina collects is used to provide you with the personalized care you need to bring your life into alignment along with the practical tools you need to sustain that balance into the future. Sustaina believes that health is about more than a well-maintained body and health care is more than an annual exam. It is Sustaina's philosophy that true wellness is three-dimensional, with physical, mental, and financial fitness all contributing to a healthy whole. Once collected, Sustaina may use your personal information to provide you with such personalized care, including but not limited to, the following purposes:

- Respond to any questions or comments you send via Sustaina's contact form
- Answer any medical or resource questions sent via the Patient Portal
- Schedule an appointment
- Send information you request
- Use email to clarify instructions from Dr. Lewis
- Request an office visit if your question is too complicated or lengthy to discuss well using email
- Obtain prescription requests and fill requests electronically, if possible
- Update your patient chart
- Process bill payments
- Use your insurance coverage information for our health care services

5. Sharing of Personal Information

Sustaina does not share your personally identifiable information with any third party unrelated to Sustaina, unless such disclosure is necessary to: (a) comply with a court order or other legal process; (b) protect Sustaina's rights or property; or (c) comply with a patient's request through proper authorization.

6. Site Security Features

As an additional security measure, Sustaina allows its patients to access a "secure session" in its Patient Portal using a username and password. The Patient Portal utilizes Etransmedia Technology, Inc. ("Etransmedia") Software as a Service (SaaS) product to provide secure, private communication between you and Sustaina. Etransmedia hosts the user interface (UI) which is the means by which you and the Patient Portal interact. It routes transactions to an application server hosted by Allscripts (the "Application Server") using web service calls over hypertext transfer protocol secure (https), a protocol which provides encrypted communication and secure identification of a network server. The Application Server is local to the Myway database servers and applies the incoming transactions to the databases. The Application Server only accepts web requests from Etransmedia's UI server due to firewalls at Allscripts and the Application Server's built-in security. This security adds extra protection for your personal information and helps prevent unauthorized access to your personal health information. In addition, the Patient Portal meets all standards set for HIPAA compliance. If there is any information that you do not want Sustaina to transmit via the Patient Portal, you must inform Sustaina us at info@sustainacenter.com or call us directly at (303) 386-4434.

You are responsible for keeping your username and password strictly confidential. To ensure that you do not allow unauthorized access, you should always "log out" after you have finished with a secure session. After ending your secure session, you will not be able to conduct any further secure transactions without re-entering your username and password.

7. No Guarantee

Sustaina, despite its efforts to maintain a secure website, cannot guarantee or warrant that the transmission of any information via the Sustaina Website is one hundred percent (100%) secure.

8. Sites Covered By This Privacy Policy

The Sustaina Website may link to third-party websites to provide you with access to additional useful information. Sustaina does not control such third-party websites nor their privacy practices, which may contain privacy provisions that differ from the provisions of this Privacy Policy. Any personal information you provide on any third-party websites or that is collected by such third parties is not covered by this Privacy Policy. Sustaina recommends that

you review the privacy statements of any third-party websites that you visit to ensure your privacy is protected before providing any personal information on such sites. Sustaina does not endorse or make any representations regarding the value, quality, or usefulness of anything found on such third-party websites.

9. Access and Change Your Personal Information

If you are a registered user of Sustaina's website, you may review and update/correct your personal information by using your username and password or by contacting Sustaina via email at info@sustainacenter.com or via phone at (303) 386-4434.

10. Lost or Stolen Information

You must promptly notify Sustaina if your username or password is lost, stolen or used without permission. In such an event, we will cancel that username or password and update our records accordingly.

11. Children under 13

Sustaina does not knowingly solicit data online from or market online to children under the age of 13.

12. Jurisdiction

This Privacy Policy is governed by the laws of the State of Colorado, USA, without regard to conflict of laws provisions. Any dispute regarding this Privacy Policy must be resolved in a state or federal court located in Colorado. You consent to the exercise of personal jurisdiction by these courts and waive any objection you might otherwise have to jurisdiction or venue in Colorado.

13. Contacting Sustaina

Sustaina values your suggestions and concerns. If you have any questions or comments about this Privacy Policy, please email us at info@sustainacenter.com or call us directly at (303) 386-4434.

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