

Hartford HealthCare Rehabilitation Network – Privacy Policy

At Hartford HealthCare Rehabilitation Network (“HHCRN”), we are committed to protecting the privacy and security of who use our Services (as defined below), including when you register for and use the HHC Rehab Connect digital home exercise mobile application (the “App” and collectively with the Services the “Platform”). This privacy policy (“Privacy Policy”) will tell you what information we collect, how it is used and your options as you interact with the Platform. By using the Platform, you agree to this Privacy Policy.

Definitions

“HEP” means the Home Exercise Program platform used enhance patient understanding, engagement, and outcomes through the delivery of structured exercises, which may include instructional videos, progress tracking, and reminders to improve adherence to rehabilitation or wellness programs.

“Outcomes” means the tool HHCRN uses to collect, analyze and act on patient-reported outcome measures which are used to deliver care and decision making.

“RTM” means the use of Remote Therapeutic Monitoring to help deliver improved engagement in your overall treatment plan and helps you receive virtual support.

“Service” means the HEP, Outcomes, RTM, and any other functionality provided on or through the App, including access to custom home exercise video programs, activity tracking, chat features, and computer adaptive PROMIS pain and function measures that assist with monitoring your activity Outcomes.

Scope of this Privacy Policy

This Privacy Policy applies to your use of the Platform and any other online services that have this Privacy Policy posted. This Privacy Policy does not apply to any other program or service of HHCRN. In particular, please be aware of the following:

- This Privacy Policy does not apply to the collection, use or disclosure by HHCRN or its parent entity, Hartford HealthCare Corporation, of your patient health care information, including information you provide to us while being treated at our facilities. Our use and disclosure of that information, known as “Protected Health Information,” is subject to the Health Insurance Portability and Accountability Act and related regulations (collectively known as “HIPAA”) and our [Notice of Privacy Practices](#).
- This Privacy Policy does not apply to your use of [MyChartPlus](#). Separate policies may apply to your use of this product.

Acceptance of this Privacy Policy

This Privacy Policy is entered into by and between you and HHCRN and its affiliates (“we,” “us,” or “our”). This Privacy Policy governs your access to and use of the Platform. Please read

this Privacy Policy carefully before you start to use the Platform. By using the Platform, you accept and agree to be bound by and abide by this Privacy Policy and our Terms of Use (“Terms of Use”) and incorporated herein by reference. If you do not agree to this Privacy Policy, then you should not access or use the Platform.

Your Consent

By using the Platform, you consent to the collection, use and sharing of information as described in this Privacy Policy. By providing us with an email address or telephone number, you agree that we may use your email address or telephone number to communicate with you about our services and select messages from our partners or affiliates.

Information You Provide to Us Voluntarily:

- We receive and store information you enter on the Platform or otherwise provide to us. For example, you may choose to provide your personal information (i.e., your full name, date of birth, phone number, email address) to us when registering to use the App or Service, inputting information to track progress or complete actions associated with your care, submitting a form to us, registering for a class or event, requesting an appointment, providing updates about your condition, performing an online screening, responding to a survey, or subscribing to a newsletter. Some information we collect may be considered protected health information (as defined by the Health Insurance Portability and Accountability Act of 1996), necessary for us to provide the Service to you. We may also receive your personal information or protected health information when you contact us via email or through an online “chat” function.
- When you reply to any of our communications with a request, we may need to collect additional information. For example, you may be asked to provide additional personal information, including but not limited to demographic information.
- If you submit to HHCRN any personal information relating to other people, you represent that you have the authority to do so and permit us to use the information in accordance with this Privacy Policy. By submitting personal information, you grant HHCRN the right to transmit, monitor, retrieve, store and use the information in connection with the operation of the Platform and our services.

Information We Collect Automatically:

When you interact with the Platform, certain information about your use of the Platform may be automatically collected. This information includes computer and connection information, such as statistics on your page views, traffic to and from our sites, referral URL, ad data, your IP address, and device identifiers. This information also may include your activity history, and your web log information, how you search for our websites, the websites you click on from our websites, emails or other communications, whether and when you open our emails, and your browsing activities across other websites.

Much of this information is collected through “cookies” (see below), web beacons and other tracking technologies, as well as through your web browser or device (e.g., IP address, MAC address, browser version, etc.).

Cookies:

The Platform may use “cookies,” tracking pixels and related technologies. These can be set by HHCRN or by companies we work with (“Service Providers”). These Service Providers help us track and analyze visitor activity on the Platform, measure the effectiveness of our advertising efforts, and support the optimization of our digital marketing campaigns.

Cookies are small data files that online services can store on, and retrieve from, a user’s computer or mobile device through the user’s web browser. The information is stored and retrievable either for the duration of a website visit (known as “session cookies”), or until some later point in time set by the website setting the cookie (known as “persistent cookies”).

Examples of information we and our Service Providers collect include how often someone visits the Platform and what they do while visiting the Platform. We and our Service Providers use this information to understand how our visitors use different Site services, pages and resources and to help us improve the Platform. We and our Service Providers also collect information about the activity of individual visitors. This information may be used to direct related advertisements and/or informational content to visitors when they visit other websites.

Most internet browsers accept cookies by default, but you can modify your browser preferences to block or restrict cookies if you do not want your web browsing activity tracked. There are a variety of tools publicly available to manage cookies and similar technologies that collect information related to your use of the website. Learn more from (i) the FTC or (ii) the Digital Advertising Alliance opt-out page, which allows users to opt out from receiving interest-based advertising.

We are not responsible for the effectiveness or compliance of third party opt-out mechanisms or programs. Please note that if you delete your cookies or upgrade your browser after having opted out, you will need to opt out again. Further, if you use multiple browsers or devices you will need to opt out on each browser or device. You can access the information on the Platform without enabling cookies in your browser but disabling cookies may result in a diminished ability to take advantage of the services and related informational content on the Platform.

Data Security

HHCRN is committed to protecting the privacy of the personal information you provide to us via the Platform. We use reasonable efforts to prevent unauthorized access to your information, including a secure firewall and a security infrastructure that protects the integrity and privacy of personal information submitted to us via the Platform. As an additional security measure, your personal information is also encrypted during transmission using appropriate technology. You are responsible for protecting your User ID(s) and password(s) and for the security of information that you transmit to us over the internet. Although we work hard to protect your personal information, HHCRN cannot guarantee the security of any information you transmit to us through online applications, and you do so at your own risk.

How We Use the Information We Collect

We may use or disclose your information to:

- Provide the Service, operate the Platform, and help us improve the Service we offer through the App.
- Other third parties with your express consent. For example, we may make use of and/or allow you to connect your account with third party apps, such as the Apple Health App (“HealthKit”) and Google Health Connect. You can choose to connect and share information with these third-party apps and allow us to read health activities information (e.g. steps) within your HealthKit and Health Connect accounts. By agreeing to connect and share information, you are giving your express consent. We use this information to better understand your activity levels, so that your health provider can help guide better health outcomes. You can remove access to your HealthKit or Health Connect account at any time by uninstalling the app. You can also remove access by managing your connections in HealthKit or Google Health Connect.
- Respond to your questions and requests about the Service.
- Contact you about activity on your account.
- Provide you with information you request.
- Contact you by phone, SMS text message, or email.
- Communicate changes to our Privacy Policy or Terms of Use.

How We Disclose the Information We Collect

HHCRN may disclose the information you provide to us or which we collect about you to third parties in the following circumstances:

- We may disclose the information to third parties who we have engaged to help us provide services or operate the Platform.
- If the ownership of our business changes or we need to transfer assets relating to the Platform to a third party, we may transfer the information to the new owner.
- We may provide third parties with aggregate statistics about our visitors, traffic patterns and related information. These data reflect site-usage patterns gathered during visits to the Platform, but they do not contain information that personally identifies you.
- We may disclose the information if required to do so by law or on the good-faith belief that such action is necessary to (a) conform to applicable law or comply with legal process served on us or our websites and applications; (b) protect and defend our rights or

property, our websites, applications or our users, or (c) act to protect the personal safety of us, users of the websites, the applications, or the public.

- We may disclose the information if the disclosure is otherwise permitted or required by law.

Online Surveys

Occasionally we may request feedback on the Platform to better understand how we can improve what information we present and how we present it. These surveys do not ask questions that could personally identify you. We may ask for contact information to follow-up, but you can decline to provide that information. Information that you provide in a survey may be shared with employees or third parties to aggregate the data.

Data Retention

We will retain your information for as long as needed to provide you the Service, comply with our legal obligations, resolve disputes and enforce our agreements.

Protecting Children's Privacy

Our Platform is intended for use by individuals at least 18 years old. If you are 13 years old or younger, you may not use this Platform. However, if you are a parent, legal guardian, or personal representative of a child aged 14 to 17 (the "Minor"), you may on behalf of the Minor, and in compliance with the Terms of Use, use our Platform. Any information you provide us on behalf of the Minor will be treated in accordance with this Privacy Policy. We are committed to protecting children's privacy on the internet, and we do not knowingly collect personal information from children under the age of 13.

SMS/Text Terms & Conditions

When you sign up for text messages from HHCRN, you are signing up to receive text messages related to your relationship with HHHCRN. These messages may include:

- Information about HHCRN services you may benefit from.
- News and updates regarding the Services.
- Updates or requests related to your appointments and visits.
- Information related to your HHCRN account.
- One-time passcode.
- Prescription reminders.

- Other messages related to care management or your relationship with HHCRN.

You can opt-out of all SMS text messages sent through the App by replying STOP to the SMS text message. Your opt-out request will generate one final message confirming that you have been unsubscribed. You will no longer receive SMS messages for the App.

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance. You will receive a response with instructions on how to use our service, including how to unsubscribe. You can also get help directly at support@limberhealth.com.

Carriers are not liable for delayed or undelivered messages. Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.

General Terms

By providing your number, you agree to receive text messages via auto-dialer and non-auto dialers technologies.

Changes to This Privacy Policy

HHCRN has the right to change or update this Privacy Policy from time to time without notice, so please review it periodically to keep informed of any changes. If you have questions about this Privacy Policy or concerns about how we collect, use or protect your personal information, please contact us as listed below.

Contact Us

You may submit a request for your information to be deleted by sending an email to support@limberhealth.com. We will do our best to honor your request for deletion, however we may be required to retain and use your information as necessary to comply with legal, regulatory, and contractual obligations applicable to our operations, to resolve disputes, and to enforce our agreements.

If you have any questions, comments or concerns about the Platform or this Privacy Policy you may write to us at Hartford HealthCare Corporation, 100 Pearl Street, Hartford, CT 06103, Attention Chief Legal Officer or contact us by phone at [860.263.4100](tel:860.263.4100).

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