

FORCE 10 PSYCHIATRY, A NURSING CORPORATION

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WEBSITE PRIVACY POLICY

Effective Date: May 25, 2026

1. Purpose and Scope

This Website Privacy Policy describes how FORCE 10 PSYCHIATRY, A NURSING CORPORATION ("FORCE 10 Psychiatry," "we," "our," or "us") collects, uses, discloses, and protects information through www.force10health.com and any website page or online service that links to this policy.

This policy is separate from our Notice of Privacy Practices. Our Notice of Privacy Practices describes how we use and disclose protected health information, or PHI, as a health care provider under HIPAA and applicable California medical privacy laws. If information collected through the website is PHI, our Notice of Privacy Practices and applicable health privacy laws will control if there is a conflict with this Website Privacy Policy.

The website is not intended for emergencies. Do not use website forms, email, text messages, or portal messages for urgent or emergency medical needs. For emergencies, call 911 or go to the nearest emergency department.

2. Information We Collect

Information You Provide

We may collect information that you voluntarily provide through website forms, email links, appointment request tools, intake or referral forms, phone calls, text messages, or other communications. Depending on how you interact with us, this may include:

- Name, email address, phone number, mailing address, and other contact information;
- Preferred contact method and communication preferences;
- Appointment request details, referral information, insurance or payment-related information if requested or voluntarily provided;
- Messages, questions, or other information you submit to us; and
- Health-related information you choose to include in a website form or communication.

Communications Information

If you communicate with us by phone, voicemail, email, text, portal message, or other means, we may keep records of those communications and related metadata, such as date, time, sender, recipient, and contact preferences.

Technical and Usage Information

When you visit our website, we and our service providers may automatically collect technical and usage information, such as IP address, browser type, device type, operating system, referring URL, pages viewed, links clicked, dates and times of visits, approximate location derived from IP address, and cookie or similar technology information.

Information from Third-Party or Linked Services

Our website may link to or integrate with third-party services, such as patient portals, scheduling tools, telehealth platforms, payment processors, electronic health record systems, email or text messaging tools, analytics providers, website hosting providers, or security tools. These services may collect information directly from you and may provide information to us so we can respond to your request, schedule services, provide care, process payments, or operate the website.

3. How We Collect Information

We collect information in the following ways:

- **Directly from you:** for example, when you submit a contact form, request an appointment, call, email, text, or otherwise communicate with us.
- **Automatically through technology:** for example, through cookies, logs, analytics tools, and similar technologies when you use the website.
- **From service providers and linked tools:** for example, from scheduling, portal, payment, email, hosting, analytics, or security vendors that support our services and website.

4. How We Use Information

We may use information collected through the website to:

- Respond to questions, messages, appointment requests, and other inquiries;
- Schedule, coordinate, provide, bill for, and administer services;
- Verify identity and maintain accurate contact and communication preferences;
- Send administrative, scheduling, billing, portal, or service-related communications;
- Operate, maintain, secure, debug, and improve the website and related systems;
- Understand website traffic, performance, and user interactions;
- Prevent fraud, misuse, unauthorized access, or other harmful activity;
- Comply with legal, regulatory, professional, insurance, and contractual obligations;
- Protect our rights, privacy, safety, property, patients, workforce, and the public; and
- Use information for another purpose with your consent or as otherwise permitted by law.

We do not use generic website contact forms as a substitute for clinical care, emergency services, or secure patient portal communications.

5. How We Disclose Information

We may disclose information collected through the website in the following ways:

- **Service providers, contractors, and business associates:** We may share information with vendors that help us operate the website or practice, such as hosting, electronic health record, patient portal, scheduling, telehealth, billing, payment processing, secure communications, email, text messaging, analytics, IT, cybersecurity, legal, accounting, and administrative support providers.
- **Health care and payment-related disclosures:** When information is PHI, we may disclose it for treatment, payment, health care operations, or other purposes described in our Notice of Privacy Practices and allowed by law.
- **Professional advisors:** We may disclose information to attorneys, accountants, consultants, insurers, auditors, and similar advisors who need the information to provide services to us.
- **Legal, safety, and compliance purposes:** We may disclose information when required or permitted by law, court order, subpoena, regulatory request, professional obligation, or when we believe disclosure is necessary to protect rights, safety, property, security, or the integrity of our services.
- **Business transactions:** We may disclose information in connection with a merger, acquisition, financing, reorganization, sale of assets, or similar transaction, subject to applicable health privacy laws and confidentiality obligations.
- **With your direction or consent:** We may disclose information when you direct us to do so or give us permission.

We do not sell your PHI. We do not sell or share SMS consent, phone numbers, or text messaging information with third parties for their own marketing.

6. Cookies, Analytics, and Tracking Technologies

Our website may use cookies, pixels, scripts, local storage, log files, analytics tools, and similar technologies. These technologies may help us make the website work, remember preferences, understand site traffic, measure performance, detect security issues, and improve user experience.

Types of technologies we may use include:

- **Essential technologies:** needed for core website functionality, security, forms, load balancing, or fraud prevention.
- **Preference technologies:** used to remember choices such as form inputs or display preferences.

- **Analytics technologies:** used to understand aggregate website usage, traffic sources, page performance, and errors.

Because we are a health care practice, we are careful with tracking technologies on pages where health information may be submitted or where a visitor's interaction may reveal PHI. We do not intentionally permit third-party advertising or tracking vendors to collect PHI through the website. If a vendor receives PHI from us, we will do so only when permitted by HIPAA and applicable law, including with a business associate agreement when required.

You can usually set your browser to refuse or delete cookies. Some website features may not work properly if cookies are disabled. Your browser may also offer privacy controls, such as blocking third-party cookies or limiting tracking.

Do Not Track and Opt-Out Preference Signals

Some browsers transmit "Do Not Track" signals. Because there is not a uniform industry standard for responding to Do Not Track signals, our website may not respond to them. To the extent required by applicable law and technically feasible, we will process legally recognized opt-out preference signals, such as Global Privacy Control, if our website uses technology that triggers an applicable opt-out right.

Third-Party Online Tracking

Other parties may collect information about your online activities over time and across different websites when third-party analytics tools, embedded content, or similar technologies are present on the website. We seek to configure our website and vendors to avoid transmitting PHI to third-party tracking or advertising vendors.

7. No Sale of PHI or Personal Information

We do not sell PHI. We also do not sell personal information for money. We do not knowingly sell or share the personal information of minors under 16. We do not currently share personal information for cross-context behavioral advertising. If our practices change in a way that requires an opt-out link or other consumer choice mechanism under applicable law, we will update this policy and provide the required mechanism.

8. Text Messages, Calls, and Email

If you provide a phone number or email address, we may contact you about appointment requests, scheduling, reminders, billing, administrative matters, portal communications, or other service-related purposes. Message and data rates may apply to text messages. You may ask us to stop non-essential text or email communications, but we may still send communications that are necessary for treatment, payment, health care operations, legal compliance, security, or account administration.

Standard email and text messaging may not be fully secure. Please avoid sending highly sensitive health information by standard email, text, or general website contact forms unless we specifically provide a secure method for that purpose.

9. Security

We use reasonable administrative, technical, and physical safeguards designed to protect information we collect and maintain. No website, email system, text message, or electronic transmission is completely secure. You are responsible for using secure devices, networks, passwords, and communication methods when interacting with us online.

10. Retention

We retain information for as long as reasonably necessary for the purposes described in this policy, to provide services, to maintain records, to comply with legal and professional obligations, to resolve disputes, to enforce agreements, and for legitimate business and security purposes. Medical records and PHI may be retained according to HIPAA, California law, professional standards, payer requirements, and our record-retention policies.

11. Your Choices and Requests

You may contact us to update contact information, change communication preferences, ask questions about website information, or request access, correction, or deletion where applicable law provides such rights. Requests involving medical records or PHI will be handled under our Notice of Privacy Practices and applicable health privacy laws.

To make a request, contact us using the information at the end of this policy. We may need to verify your identity or authority before responding to a request.

12. California Privacy Disclosures

This section is intended to address California online privacy disclosures for website visitors. It is not a substitute for our Notice of Privacy Practices, and it does not limit rights you may have under HIPAA, California medical privacy laws, or other applicable laws.

California Online Privacy Protection Act Disclosures

The categories of personally identifiable information we may collect through the website are described in Section 2. The categories of third parties or service providers with whom we may share information are described in Section 5. You may contact us to request review or correction of information where we maintain a process and applicable law gives you that right. We will post material changes to this policy on the website and update the effective date. Our Do Not Track and third-party tracking disclosures are described in Section 6.

California Consumer Privacy Act / California Privacy Rights Act

The California Consumer Privacy Act, as amended by the California Privacy Rights Act, applies only to certain businesses that meet statutory thresholds. In addition, certain medical information governed by California medical privacy laws and PHI collected by HIPAA covered entities or business associates are exempt from many CCPA requirements. To the extent the CCPA applies to information we collect, California residents may have rights to know, access, correct, delete, opt out of sale or sharing, limit certain uses of sensitive personal information, and not be discriminated against for exercising privacy rights.

We do not currently sell personal information or share personal information for cross-context behavioral advertising. To exercise any applicable California privacy right, contact us using the information at the end of this policy. We may verify your identity and authority before fulfilling a request.

California Shine the Light

California residents may request information about certain disclosures of personal information to third parties for their own direct marketing purposes. We do not share personal information with third parties for their own direct marketing purposes without consent. To submit a request, contact us using the information below and include "California Shine the Light Request" in your message.

13. Children and Minors

The website is not directed to children under 13, and we do not knowingly collect personal information online from children under 13 through the general website. If you believe a child has provided information through the website, contact us so we can review and take appropriate action. Health care information about minors, including confidentiality and representative access, is handled under our Notice of Privacy Practices and applicable law.

14. Links to Other Websites and Services

Our website may contain links to external websites, portals, forms, payment pages, scheduling tools, social media pages, or other services not controlled by us. We are not responsible for the privacy practices of those external services, except where they process information for us under applicable agreements. Review the privacy policies and terms of any external service you use.

15. Changes to This Policy

We may update this Website Privacy Policy from time to time. When we make changes, we will post the updated policy on our website and update the effective date. Your continued use of the website after an updated policy is

posted means the updated policy applies to information collected after the effective date, except as otherwise required by law.

16. Contact Us

For questions about this Website Privacy Policy or to make a privacy request, contact:

Privacy Contact
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