

# Providence OnboardMe Privacy Policy

Last updated November 11, 2020

Providence respects the privacy of our users ("user" or "you"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our mobile application (the "Application"). Please read this Privacy Policy carefully. IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT ACCESS THE APPLICATION.

We reserve the right to make changes to this Privacy Policy at any time and for any reason. We will inform you about changes to the Privacy Policy by revising the "Last updated" date of this Privacy Policy. We encourage you to review this Privacy Policy each time you use the Application to stay informed of updates. Your continuing use of the Application after an update of the Privacy

Policy will be considered to be your acceptance of any changes to the Privacy Policy. This Privacy Policy does not apply to the third-party online/mobile store from which you install the Application, which may also collect and use data about you. We are not responsible for any of the data collected by any such third party.

## **COLLECTION OF YOUR INFORMATION**

We may collect information about you in a variety of ways. The information we may collect via the Application depends on the content and materials you use, and includes:

### **Personal Data**

Demographic and other personally identifiable information (such as your name and email address) that you voluntarily provide to us when choosing to participate in various activities related to the Application. If you choose to share data about yourself via your profile, online chat, or other interactive areas of the Application, please be advised that any and all data you disclose is public and your data will be accessible to anyone who accesses the Application.

### **Device Data**

Identifying information such as your phone number, location, mobile device ID number, device model, manufacturer, version of your operating system, and other data that may identify you when you access the Application from your device(s).

### **Push Notifications**

We may request to send you push notifications regarding your account or the Application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

## **USE OF YOUR INFORMATION**

Having accurate information about you permits us to provide you with an efficient and customized experience. We may use information collected about you via the Application to:

1. Compile statistical data and analysis for use internally or with third parties.
2. Create and manage your account.

3. Deliver targeted updates related to the onboarding process.
4. Notify you regarding your account.
5. Enable user-to-user communications.
6. Generate a user profile about you to make future visits to the Application more personalized.
7. Increase the efficiency and operation of the Application.
8. Monitor and analyze usage and trends to improve user experience with the Application.
9. Notify you of updates to the Application.
10. Perform other business activities as needed.
11. Request feedback and contact you about your use of the Application.
12. Resolve troubleshoot problems.
13. Respond to product and customer service requests.
14. Send you a newsletter.
15. Solicit support for the Application.

## **DISCLOSURE OF YOUR INFORMATION**

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

### **By Law or to Protect Rights**

If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation. This includes exchanging information with other entities for fraud protection and credit risk reduction.

### **Third-Party Service Providers**

We may share your information with third parties that perform services for us or on our behalf, including for data analysis, email delivery, hosting services, customer service, and development services.

### **Marketing Communications**

We do not share your information for marketing purposes with any other companies.

### **Affiliates**

We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.

### **Business Partners**

We may share your information with our business partners to offer you enhanced product experience.

## **TRACKING TECHNOLOGIES**

### **Cookies**

We may use cookies on the Application to help customize the Application and improve your experience. When you access the Application, your identifying personal information is not collected through the use of tracking technology. Most browsers are set to accept cookies by default. You can remove or reject cookies, but be aware that such action could affect the availability and functionality of the Application.

### **SECURITY OF YOUR INFORMATION**

We use administrative, technical, and physical security measures to help protect your personal information. While we take reasonable steps to secure the personal information you provide to us, be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorized parties. We cannot guarantee complete security of the information collected through your use of the Application.

### **POLICY FOR CHILDREN**

We do not knowingly solicit information from or market to children under the age of 13. If you become aware of any data we have collected from children under age 13, please contact us using the contact information provided below.

### **CONTROLS FOR DO-NOT-TRACK FEATURES**

Most web browsers and some mobile operating systems Providence OnboardMe include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Policy.

### **OPTIONS REGARDING YOUR INFORMATION**

#### **Account Information**

You may discontinue use of the Application at any time by uninstalling it. Some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.