

TIB Pharmacy Privacy Policy

At TIB Pharmacy, we are dedicated to safeguarding your privacy and ensuring that your personal information is handled with the utmost care. This privacy policy outlines the types of information we collect when you visit our website, how we use it, and the steps we take to protect your data. We are committed to being transparent and accountable in our data-handling practices.

1. Disclaimer

Protecting your information is of paramount importance to us, and we have implemented robust technical, administrative, and physical security measures to ensure the security, integrity, and confidentiality of your data. While we continually review and update our security procedures, it is important to note that no security measure is entirely foolproof, and we cannot guarantee that these measures will safeguard against all potential threats. Additionally, we do not ensure the privacy of information transmitted over the Internet or through other means. The information on our website is intended to be general and should not serve as a substitute for professional advice.

2. Types of Information We Collect

We may collect the following categories and types of information as a result of your interaction with our website:

Registration information: This includes personal details such as your name, address, telephone number, gender, date of birth, email address, username, password, and related information when you create an account.

Transactional information: This encompasses data you provide when you request information, make purchases, or engage in other activities on our website. This information may include credit card details, purchase history, account email address, postal address, and payment information.

Identifying information: Any data that can be used to identify or trace you, either on its own or when combined with other personal information.

Survey, review, and contest entry information: Information you provide when participating in product purchases, surveys, reviews, applications, and contest entries.

Public forum information: Data you post in public forums on our website.

Direct communication information: Information you send via message, chat, post, or similar functions, where permitted by law.

Third-party account information: Data you provide when linking your registration account with third-party platforms or using our applications on third-party sites or platforms.

Location information: Information related to your location, either provided by your device or associated with your IP address when you visit our website, where permitted by law.

Usage and technical data: Data such as the URL of the site you visited before our website, your device's operating system, device identifier, IP address, and the name of your internet service provider, among others, are collected when you visit our site.

3. How We Collect Information

We collect information in the following ways:

Information provided by you: When you request products, services, or information, register with us, participate in activities on our website, respond to surveys, or interact with us via devices.

Information collected through technology: We utilize technologies like cookies, Flash cookies, and web beacons to collect data when you visit our website. Cookies are text files stored on your device's hard drive via your browser, enabling us to recognize your browser for purposes like saving preferences and delivering relevant content. Most web browsers offer options to manage cookies, including disabling them or deleting saved cookies.

Data from trusted sources: We may obtain information from other reliable sources to update or supplement the data you provided or that we collected automatically.

Email communication: The email address you provide may be used to send information, updates, and respond to inquiries or other requests. If you choose to subscribe to our mailing list, you will receive emails with company news, product updates, and related information. You can unsubscribe from our email list at any time.

4. Sharing of Information with Third-Parties and Affiliates

We do not generally share, sell, trade, or rent your personal identification information to others unless you provide explicit consent or if required by legal authorities or government regulations. Generic, aggregated demographic information not linked to personal identification may be shared with business partners, trusted affiliates, and advertisers. Your personal information may be shared with our direct subsidiaries, affiliated companies, and brands for marketing and analytical purposes. We may also use third-party service providers to assist with business operations and website activities, provided they do not use your information for other purposes. In specific cases, we may share your personal information with third parties in connection with the sale of a business or its assets, to enforce our terms of use, ensure safety and security, protect rights and property, or comply with legal requirements.

5. Business Asset Transfer

In the event of the sale of our business or its assets through an acquisition or merger or if we become affiliated with another individual or entity, customer information owned by us may be among the transferred assets. As such, your personal information may be subject to such transactions.

6. Links to External or Third-Party Sites

Our website may contain links to websites, content, or services from partners, suppliers, advertisers, sponsors, licensors, and other third parties. We do not control the content or

practices of these sites and are not responsible for their operations. These external sites or services may have their privacy policies and customer service practices. Interaction with any other website, including those linked to our site, is subject to the terms and policies of that specific website.

7. Updates

We may update this privacy policy at any time, and the revised date will be noted on this page. We encourage you to regularly review this policy for changes to understand how we protect your data. Your continued use of our website following changes to this policy constitutes your acceptance of these changes.

8. California Resident Privacy Supplement

If you are a California resident, you may have additional privacy-related rights. California Civil Code §1798.83 allows you to request information about the disclosure of your personal information to third parties for direct marketing purposes. To make such a request, contact us at the provided email address.

TIB Pharmacy

Attention: CA Privacy Rights Requested Information

Email Address: help@tibpharmacy.com

Additionally, if you are a California resident under the age of 18 and a registered user of a website where this policy is posted, California Business and Professions Code §22581 permits you to request and obtain the removal of content or information you have publicly posted. To make such a request, please send a detailed description of the specific content or information to the email address help@tibpharmacy.com. However, such a request does not ensure comprehensive removal of the content or information you have posted, and there may be circumstances in which the law does not require or allow removal even if requested.

9. Questions or Comments

If you believe that we are not following this privacy policy or have questions regarding these policies, please contact us via phone at (510) 573-0064.

Protected Health Information (PHI)

Welcome to TIB Pharmacy. Your health and privacy are of the utmost importance to us. We are dedicated to safeguarding your Protected Health Information (PHI). This notice outlines how we may use and disclose your PHI, your rights concerning this information, and our commitment to maintaining your privacy. Please take the time to review it carefully.

Our Commitment

TIB Pharmacy, including our dedicated staff, is committed to upholding the privacy of your PHI as mandated by law. The terms "we," "us," and "our" refer to TIB Pharmacy and its personnel. All individuals at TIB Pharmacy involved in your pharmacy services, be it in provision or coordination, adhere to the principles of this Notice of Privacy Practices.

Understanding PHI

PHI refers to information that identifies you and pertains to your present, past, or future physical or mental health or condition. It also includes details regarding healthcare products and services you receive or for which payment is made. This Notice specifies how we may use and disclose your PHI, as well as your rights regarding this information. It is our legal obligation, according to HIPAA, to provide you with this Notice.

Changes to this Notice

TIB Pharmacy is committed to following the terms of this Notice and any future modifications. We reserve the right to alter our practices and this Notice, applying the new version to all PHI we maintain. If any changes occur, the updated Notice will be accessible on our website and at our pharmacy. Upon request, we will provide you with a revised Notice.

How We May Use and Disclose Your PHI

The following categories describe various ways in which we may use and disclose your PHI. While we provide examples within specific categories, please note that not every permissible use or disclosure is enumerated in this Notice. Certain types of PHI, such as HIV information, genetic information, alcohol and/or substance abuse records, and mental health records, might enjoy special confidentiality protections under relevant state or federal law, which we will diligently respect.

1. Uses and Disclosures of PHI That Do Not Require Your Prior Authorization

- a. **Treatment:** Your PHI may be used and disclosed for the provision and coordination of the treatment, medications, and services you receive. For instance, we may share PHI with healthcare professionals involved in your care, including pharmacists, doctors, nurses, and technicians. We may also disclose your PHI to third parties, such as hospitals, other pharmacies, and healthcare facilities, to facilitate the provision of healthcare services, medications, equipment, and supplies needed for your care. This ensures that your healthcare providers are informed and equipped to meet your needs effectively.
- b. **Payment:** We may use and disclose your PHI to obtain payment for healthcare products and services provided by us. This includes contacting your insurer, pharmacy benefit manager, or other healthcare payor to determine coverage and co-payment details. The bill for

healthcare products and services rendered to you may include identifying information along with details of the services provided or medications prescribed. We might also share your PHI with other healthcare providers or HIPAA-covered entities for their payment-related activities.

- c. **Health Care Operations:** Your PHI may be used for our health care operations. These activities are essential for the functioning of our healthcare business. For example, we might use your PHI to assess the performance of our staff and pharmacists in delivering your treatment. Additionally, we can analyze your PHI to enhance the quality and efficiency of pharmaceutical care and services. In some cases, we may share your PHI with other HIPAA-covered entities that have provided services to you to improve the quality and effectiveness of healthcare services. Your PHI might be used to create de-identified data that no longer identifies you.

We may also use and disclose your PHI without prior authorization for these purposes:

- **Business Associates:** We may engage third parties to perform specific services, such as billing, legal, accounting, or consulting services. These entities, referred to as Business Associates, might require access to your PHI to execute these services. Through contracts and legal requirements, they are obligated to protect your PHI and only use it as necessary for their services.
- **Communication with Individuals Involved in Your Care or Payment:** Relevant PHI may be disclosed to family members, close friends, or other individuals you specify, directly related to their participation in your care or payment for it. Additionally, we may disclose PHI to your "personal representative," someone legally authorized to make healthcare decisions on your behalf.
- **Food and Drug Administration (FDA):** We may share PHI with the FDA for monitoring adverse events related to drugs, foods, supplements, products, or post-marketing surveillance information, facilitating product recalls, repairs, or replacements.
- **Worker's Compensation:** We may disclose your PHI to comply with worker's compensation or similar programs as mandated by law.
- **Public Health:** PHI might be shared with public health or legal authorities responsible for disease prevention, control, and related activities, including the FDA. In specific cases, we may report work-related illnesses and injuries to employers for workplace safety.
- **Law Enforcement:** We may disclose your PHI for law enforcement purposes as required or allowed by law, such as in response to a subpoena, court order, or law enforcement requests.
- **As Required by Law:** We will disclose your PHI when mandated by federal, state, or local law.
- **Health Oversight Activities:** Your PHI may be disclosed to oversight agencies authorized by law for activities like audits, investigations, inspections, and credentialing to ensure licensure and compliance with civil rights laws.
- **Judicial and Administrative Proceedings:** If you are involved in a lawsuit or dispute, we may disclose your PHI in response to a court or administrative order, subpoena, discovery request, or other lawful processes.

- **Research:** We may use your PHI for research, disclosing it to authorized researchers. Such research must be approved by an institutional review board or privacy board that ensures the privacy of your information.
- **Coroners, Medical Examiners, and Funeral Directors:** In cases where identification or cause of death is necessary, we may release your PHI to coroners or medical examiners. We might also disclose PHI to funeral directors in accordance with applicable law.
- **Organ or Tissue Procurement Organizations:** Your PHI may be shared with organ procurement organizations or entities involved in organ procurement, banking, or transplantation for tissue donation and transplantation purposes, in line with relevant laws.
- **Notification:** We may use or disclose your PHI to notify or assist in notifying a family member, personal representative, or another responsible individual regarding your location and general condition.
- **Disaster Relief:** PHI might be used and disclosed to organizations involved in disaster relief efforts.
- **Correctional Institution:** If you are or become an inmate of a correctional institution, we may disclose necessary PHI for your health and the safety of others.
- **To Avert a Serious Threat to Health or Safety:** Your PHI may be used and disclosed when needed to prevent a serious threat to your health and safety, as well as the public's safety.
- **Military and Veterans:** For members of the armed forces, we may release your PHI as required by military command authorities. We may also release PHI about foreign military personnel to the appropriate foreign military authority.
- **National Security, Intelligence Activities, and Protective Services for the President and Others:** We may release your PHI to federal officials for authorized national security activities.

2. Uses and Disclosures of PHI that Require Your Prior Authorization

Specific Uses or Disclosures Requiring Authorization: At TIB Pharmacy, we highly value your privacy. Therefore, we will always seek your explicit, written consent before we use or disclose your Protected Health Information (PHI) for marketing purposes or any situations involving the sale of PHI. It's important to note that there may be limited circumstances where applicable law might allow such uses or disclosures without necessitating your explicit authorization.

Other Uses and Disclosures: Your privacy and control over your PHI are paramount. Thus, we will consistently obtain your written authorization before using or disclosing your PHI for any purposes that are not explicitly described in this notice or are permitted by the law. This means you have a say in how your health information is used or shared. Moreover, you always have the right to revoke this authorization in writing at any time. Upon receiving your written revocation, we will halt any further use or disclosure of your PHI, with the exception being cases where actions have already been taken based on your previous authorization.

We believe in putting you in control of your health information, and ensuring your privacy and consent are upheld at all times. For More Information or to Report a Problem, email us at help@tibpharmacy.com

If you have questions or would like additional information about TIB Pharmacy's privacy practices, you may contact TIB Pharmacy by emailing help@tibpharmacy.com. If you believe your privacy rights have been violated, you can file a complaint with the pharmacy or with the Secretary of Health and Human Services. You can also file a complaint through our website, and we will route your complaint to the proper person. There will be no retaliation for filing a complaint.