



Privacy Policy

Protecting your private information is our priority. This Privacy Policy applies to the Mixlab, Inc. ("Mixlab") website and governs data collection and usage. Mixlab is a pharmacy licensed in CT, FL, MD, NJ, NY, OH and PA. The Mixlab website is a medication delivery site. By using the Mixlab website, you consent to the data practices described in this statement.

Collection of your Personal Information

We will collect personal information from you (like your name, date of birth, pet information, email address, credit card information, phone number, and delivery address), and, in order to provide you with the medication delivery services, you will need to provide us with certain medical information such as your prescriber's name and address, pet information, prescription information, insurance information, and in some cases, medical history (collectively, your "Personal Information").

Information about your computer or mobile device hardware and software may be automatically collected by Mixlab. This information can include: your IP address, device identifier, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Mixlab website.

We may use Google Analytics or other analytics providers to help us understand the use of our Services. These providers will collect the information sent by your mobile device or browser, and their use of that information is governed by their applicable privacy policy.

Mixlab encourages you to review the privacy statements of websites you choose to link to from Mixlab so that you can understand how those websites collect, use and share your information. Mixlab is not responsible for the privacy statements or other content on websites outside of the Mixlab website.

Children Under Thirteen

Mixlab does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

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International Users

Your information will be transferred to and maintained on computers located in the United States (or any other country where we operate) and processed there – by providing us with your information, you are accepting and agreeing to that transfer.

Use of your Personal Information

Mixlab collects and uses your personal information to operate its website and deliver the services you have requested, including fulfilling your prescriptions or your pet's prescriptions and delivering them to you.

Your information may be accessed and used by our service providers who are working with us in connection with the operation of our services (these service providers may have access to your information but only to the extent necessary to perform services on our behalf and are obligated not to disclose that information or use it for any other purposes).

Mixlab may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Mixlab, and they are required to maintain the confidentiality of your information.

Mixlab may keep track of the websites and pages our users visit within Mixlab, in order to determine what Mixlab services are the most popular. This data is used to deliver customized content and advertising within Mixlab to customers whose behavior indicates that they are interested in a particular subject area.

Mixlab will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Mixlab or the site; (b) protect and defend the rights or property of Mixlab; and, (c) act under exigent circumstances to protect the personal safety of users of Mixlab, or the public.

We may transfer and/or provide information about our users in connection with an acquisition, sale of company assets, or other situation where user information would be transferred as one of our business assets.

Use of Cookies

The Mixlab website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Mixlab pages, or register with Mixlab site or services, a cookie helps Mixlab to recall your specific information on subsequent visits. This simplifies the process of

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recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Mixlab website, the information you previously provided can be retrieved, so you can easily use the Mixlab features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Mixlab services or websites you visit.

Accessing your Personal Information

You can access and modify the information you provided us through your account, when you register for an account. If you completely delete all such information, then your account will become deactivated and you will not be able to access our services. If you would like us to delete Personal Information about you from our system, please contact us with a request that we delete your Personal Information from our database. We will use reasonable efforts to honor your request; however, we may retain an archived copy of your information as required by law and/or for record keeping purposes.

Security of your Personal Information

We employ administrative, physical and electronic measures designed to protect your information from unauthorized access, however, despite these 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. In the event that your Personal Information is compromised as a result of a breach of security, we will promptly notify you if your Personal Information has been compromised, as required by applicable law.

When personal information is transmitted over the network, it is protected through the use of encryption, using the Secure Sockets Layer (SSL) protocol.

Opt-Out & Unsubscribe

We respect your privacy and give you an opportunity to opt-out of receiving announcements of certain information. Users may opt-out of receiving any or all communications from Mixlab by contacting us here:

- Email: hello@mixlabrx.com
- Phone: (888) 901-4480

Changes to this Statement

Mixlab will occasionally update this Privacy Policy to reflect company and customer feedback. Mixlab encourages you to periodically review this Statement to be informed of how Mixlab is protecting your information.

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Contact Information

Mixlab welcomes your questions or comments regarding this Privacy Policy. If you believe that Mixlab has not adhered to this Policy, please contact Mixlab at:

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Effective Date: September 1, 2017





Health Insurance Portability and Accountability Act Notice of Privacy Practices

Mixlab Inc. ("Mixlab") is committed to protecting your privacy and personal health information ("PHI"). PHI is information about you, including basic demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services. This Notice of Privacy Practices ("Notice") describes how we may use and disclose PHI about you to carry out treatment, payment or health care operations and for other specified purposes that are permitted or required by law. The notice also describes your rights under federal and state law relating to your PHI.

Mixlab is required to abide to the terms of this notice, which explains our legal duties and privacy practices with respect to PHI that we collect and maintain. We will not use or disclose PHI about you without your written authorization, except as described in this notice. We reserve the right to change the privacy practices outlined in this notice, and make the new notice effective for PHI we maintain. Should we make such a change, we will display the revised notice to you online, and make it available to you upon request.

Your Health Information Rights

You have the following rights with respect to PHI about you as a patient. These rights include:

- **Obtain a paper copy of the Notice upon request.** You may request a copy of the Notice at any time. Even if you have agreed to receive the notice electronically, you are still entitled to a paper copy. To obtain a paper copy, contact hello@mixlabrx.com or call (888) 901-4480.
- **Request a restriction on certain uses and disclosures of PHI.** You have the right to request additional restrictions on our use or disclosure of PHI about you by sending a written request to hello@mixlabrx.com. We are not required to agree to those restrictions.
- **Inspect and obtain a copy of PHI.** You have the right to access and copy PHI about you contained in a designated record set for as long as Mixlab maintains the PHI. The designated record set usually will include prescription and billing records. To inspect or copy PHI about you, you must send a written request to hello@mixlabrx.com or speak to Mixlab's Privacy Officer by calling (888) 901-4480. We may charge you a fee for the costs of copying, mailing, postage, or other supplies that are necessary to fulfill your request. Upon receiving your request to access your PHI, we are required to respond to you no later than 30 days after the receipt of your request. We may deny your request



to inspect and copy in certain limited circumstances. If you are denied access to PHI about you, you may request that the denial be reviewed.

- **Request an amendment of PHI.** If you feel that PHI we maintain about you is incomplete or incorrect, you may request that we amend it. You may request an amendment for as long as we maintain the PHI. To request an amendment, you must send a request to hello@mixlabrx.com or call (888) 901-4480 and speak to the Privacy Officer. You must include a reason that supports your request. We will respond to your request within 60 days with up to 30-day extension, if needed. In certain cases, we may deny your request for amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with the decision and we give a rebuttal to your statement.
- **Receive an accounting of disclosures of PHI.** You have the right to receive an accounting of the disclosures we have made of PHI about you after April 14, 2003 for most purposes other than treatment, payment, or health care operations. The accounting will exclude certain disclosures, such as disclosures made directly to you, disclosures you authorize, disclosures to friends or family members involved in your care, and disclosures for notification purposes. The right to receive an accounting is subject to certain other exemptions, restrictions, and limitations. To request an accounting, you must submit a request send a request to hello@mixlabrx.com or call (888) 901-4480 and speak to the Privacy Officer. Your request must specify the time period, but may not be longer than six years. We are required to provide you the accounting within 60 days and with one 30-day extension, if needed. The first accounting you request within a 12 month period will be provided free of charge, but you may be charged for the cost of providing additional accountings. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time.
- **Request communications of PHI by alternative means or at alternative locations.** For instance, you may request that we contact you about medical matters only in writing, or at a different residence or post office box. To request confidential communication of PHI about you, you must send a request to hello@mixlabrx.com or call (888) 901-4480 and speak to the Privacy Officer. Your request must state how or where you would like to be contacted. We will attempt to accommodate all reasonable requests, and will not request an explanation from you to the basis for your request.

Examples of how we may use and disclose PHI

- **We will use PHI for treatment.** For example, information obtained by the pharmacist will be used to dispense prescription medications and counsel you about the appropriate usage of your medications. We will document in your record information related to the medications dispensed to you and services provided to you.
- **We will use PHI for payment.** For example, we will contact your insurer or pharmacy benefit manager to determine whether it will pay for your prescription and the amount of your co-payments. We will bill you or a third-party payer for the cost of prescription medications dispensed to you. The information on or accompanying the bill may include information that identifies you, as well as the prescriptions you are taking.
- **We will use PHI for health care operations.** For example, Mixlab may use information in your health record to monitor the performance of the pharmacists providing



treatment to you. This information will be used in an effort to continually improve the quality and effectiveness of the health care and service we provide.

We are likely to use or disclose PHI for the following purposes:

- **Business associates:** There are some services provided by us through contracts with business associates. When these services are contracted for, we may disclose PHI about you to our business associates so that they can perform the job we have asked them to do and bill you or your third-party payor for services rendered. To protect PHI about you, we require the business associate to appropriately safeguard the PHI.
- **Communication with individuals involved in your care or payment for your care:** Health professionals such as pharmacists, using their professional judgment, may disclose to a family member, other relative, close personal friend or any person you identify, PHI relevant to that person's involvement in your care or payment related to your care.
- **Health-related communications:** We may contact you to provide refill reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- **Food and Drug Administration (FDA):** We may disclose to the FDA, or persons under the jurisdiction of the FDA, PHI relative to adverse events with respect to drugs, foods, supplements, products and product defects, or post marketing surveillance information to enable product recalls, repairs, or replacement.
- **Worker's compensation:** We may disclose PHI about you as authorized by and as necessary to comply with laws relating to worker's compensation or other similar programs established by law.
- **Public health:** As required by law, we may disclose PHI about you to public health or legal authorities charged with preventing or controlling disease, injury, or disability.
- **Law enforcement:** We may disclose PHI about you for law enforcement purposes as required by law or in response to a valid subpoena or other legal process.
- **As required by law:** We must disclose PHI about you when required to do so by law.
- **Health oversight activities:** We may disclose PHI about you to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, and inspections, as necessary for our licensure and for the government to monitor the health care system, government programs, and compliance with civil rights laws.
- **Judicial and administrative proceedings:** If you are involved in a lawsuit or a dispute, we may disclose PHI about you in response to a court or administrative order. We may also disclose PHI about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the requested PHI.

We are also permitted to use or disclose PHI about you for the following purposes:

- **Research:** We may disclose PHI about you to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your information.
- **Coroners, medical examiners, and funeral directors:** We may release PHI about you to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also disclose PHI to funeral directors consistent with applicable law to carry out their duties.

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- **Organ or tissue procurement organizations:** Consistent with applicable law, we may disclose PHI about you to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.
- **Notification:** We may use or disclose PHI about you to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and general condition.
- **Correctional institution:** If you are or become an inmate of a correctional institution, we may disclose PHI to the institution or its agents when necessary for your health or the health and safety of others.
- **To avert a serious threat to health or safety:** We may use and disclose PHI about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.
- **Military and veterans:** If you are a member of the armed forces, we may release PHI about you as required by military command authorities. We may also release PHI about foreign military personnel to the appropriate military authority.
- **National security and intelligence activities:** We may release PHI about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.
- **Protective services for the President and others:** We may disclose PHI about you to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.
- **Victims of abuse, neglect, or domestic violence:** We may disclose PHI about you to a government authority, such as a social service or protective services agency, if we reasonably believe you are a victim of abuse, neglect, or domestic violence. We will only disclose this type of information to the extent required by law, if you agree to the disclosure, or if the disclosure is allowed by law and we believe it is necessary to prevent serious harm to you or someone else or the law enforcement or public official that is to receive the report represents that it is necessary and will not be used against you.

Other Uses and Disclosures of PHI

Mixlab will obtain your written authorization before using or disclosing PHI about you for purposes other than those provided above or as otherwise permitted or required by law. You may revoke this authorization in writing at any time. Upon receipt of the written revocation we will stop using or disclosing PHI about you, except to the extent that we have already taken action in reliance on the authorization.

For More Information or to Report a Problem

If you have questions or would like additional information about the Mixlab's privacy practices, you may send a request to hello@mixlabrx.com or call (888) 901-4480 and speak to the Privacy Officer.

If you believe your privacy rights have been violated, you have the right to report a complaint to hello@mixlabrx.com, call (888) 901-4480 and speak to the Privacy Officer, or to the

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Secretary of Health and Human Services. Rest assured, there will be no retaliation for filing a complaint regarding our privacy practices.

Privacy Officer Contact Information

Vinnie Dam, PharmD, MS
Pharmacist in Charge

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