



TRIDENTCARE ONLINE PRIVACY STATEMENT

Welcome to our website, <https://tridentcare.com/>. This site is owned by TridentCare. This Privacy Statement is designed to tell you about our practices regarding how we collect, use, disclosure, and manage personal information that users and visitors may provide via this site. Please be sure to read this entire Privacy Statement before using or submitting information to this site. This site is intended for use by residents of the United States.

YOUR CONSENT

By using this site, you agree to the terms of this Privacy Statement. Whenever you submit information via this site, you consent to the collection, use, and disclosure of that information in accordance with this Privacy Statement. If you do not agree to the terms of this Privacy Statement, please do not use the site.

CHILDREN AND THIS WEBSITE

This site is not intended for children under the age of 13. We will not knowingly collect any personally identifiable information on or through this site from visitors in this age group. We encourage parents to talk to their children about their use of the Internet and the information they disclose to websites.

HIPAA

To understand how we may use and disclose your health information, please see our HIPAA Notice of Privacy Practices available at <https://tridentcare.com/Notice-of-Privacy-Practices.pdf>. Any conflict between this Privacy Policy and the HIPAA Notice Privacy Practices with respect to any Protected Health Information (as defined in the HIPAA Notice) shall be governed by the HIPAA Notice.

HOW WE COLLECT YOUR INFORMATION

We collect information related to you and your use of the site in the following ways:

Registration – In order to use some features of our site, you must first complete a registration form. During registration, you may be asked to provide personally identifiable information and contact information (e.g., name, organizational affiliation, email and postal addresses, social media handles, etc.) If information requested is marked as “optional,” you are not required to provide that information in order to complete the registration process.

Email Subscription – In order to subscribe to certain of our email mailing lists you must complete a registration form. During registration, you may be asked to provide personally identifiable information and contact information. If information requested is marked as “optional,” you are not required to provide that information in order to complete the



registration process. Subscriptions to our email and mailing lists may be cancelled at any time.

Surveys – Occasionally, we may conduct telephonic, email and mail surveys on topics related to customer satisfaction and other operational and programming topics. If you choose to participate in such a survey, you will be required to provide certain information to participate. Participation in these surveys is always voluntary.

ABOUT YOUR INFORMATION

Some areas of this site may ask you to submit personally identifiable information in order for you to benefit from the features and/or activities we offer here. You will be informed what information is required and what information is optional.

For example we may collect:

- Your name, comments and/or contact information if you request information from us;
- Your name, contact information, and credit card information if you make a payment to us online (we use secure encrypted connections for this process);
- Your name and contact information and other necessary information if you order services from us online;
- Your device parameters such as the type of device you are using, the date and time of your Site access, your browser type, IP address and other information related to how your device is interacting with our Site;
- The location of the device you are using to access our Site;

We have taken precautionary measures to make all information you provide as secure as possible from unauthorized access and use. We do not sell or share your information to companies outside of our organization.

However, at times, it may be necessary for us to provide your information to our affiliate business units, business parties or others in order to respond to your inquiries and to provide you with the best service possible. Any business partner with whom we share your personal information may only use the information provided for the specified use and project.

YOUR INFORMATION PREFERENCES

As you navigate through this site, certain other information may be passively collected. This means that certain information may be gathered without your actively providing the information. This happens through the use of different technologies, such as cookies, Internet tags or web beacons, and navigational data collection. Your Internet browser automatically transmits to this site some of this anonymous information, such as the URL of the website you just came from and the Internet Protocol (IP) address and the browser version your computer is currently using.

COOKIES AND OTHER TRACKING TECHNOLOGIES

On this site, we may use and combine certain technologies, namely cookies, in order to provide better service to site visitors, customize the site based on your preferences, compile and analyze statistics and trends, and otherwise administer and improve the site so that we may continue to improve our sites and services to you. Such information is not combined with personally identifiable information collected elsewhere on the site unless you have consented. In order to provide the best possible service and relevant information to you, we use cookies to:

- Track resources and data accessed on the site per visitor
- Record general site statistics and activity
- Assist users experiencing website problems

If you do not wish to have this anonymous information collected, you may set your browser to accept cookies, to refuse cookies altogether or to notify you when a cookie is sent, but certain features of this site might not work without cookies. Please keep in mind that cookies do not identify a specific user and are not used to collect any personally identifiable information.

USE AND DISCLOSURE OF YOUR INFORMATION

We may use the information collected from you on this site for a variety of purposes, including improving the content of our site, to communicate information to you, if you have requested it, to process payments for services, to process orders for services, to measure and improve the quality of our service operations and other ways as specified in this Privacy Statement.

We may also disclose your information to the extent permitted by applicable law, for example if we are required to do so by law to comply with state and federal laws, in response to a court order, judicial or other government subpoena or warrant, or to otherwise cooperate with law enforcement or other governmental agencies.

We also reserve the right to disclose your information that we believe, in good faith, is appropriate or necessary to (i) take precautions against liability, (ii) protect ourselves or others from fraudulent, abusive, or unlawful uses or activity, (iii) investigate and defend ourselves against any third-party claims or allegations, (iv) protect the security or integrity of the website, or (v) protect our property or other legal rights (including, but not limited to, enforcement of our agreements), or the rights, property, or safety of others.

Information may be disclosed and otherwise transferred to an acquirer, successor, or assignee as part of any merger, acquisition, debt financing, sale of assets, or similar transaction, or in the event of an insolvency, bankruptcy, or receivership in which information is transferred to one or more third parties as one of our business assets, to the extent and in the way as prescribed by applicable law.

ACCESS TO YOUR INFORMATION



To keep personally identifiable information that you provide through this site accurate, current, and complete, please contact us as specified below and we will take appropriate steps to update or correct the information that remains in our possession, or to delete your information from our databases. In some cases, we may not be able to delete your information, if for example we need to maintain it for purposes required by law.

CALIFORNIA RESIDENTS

If you are a resident of California and using our website, the following information applies to you as you have certain rights under the California law, the CCPA. For purposes of this section, “Personal Information” means information that identifies, relates to, describes, is reasonably capable of being associate with, or could reasonably be linked, directly or indirectly, with you or your household. Personal Information does not include information that is covered by our Notice of Privacy Practices and HIPAA.

Information we collect: We may collect Person Information from you in a variety of ways. We retain Personal Information for the length of time required by legal requirements, as long as needed to fulfill the purpose for which your Personal Information was provided to us, or in accordance with our document retention policies. We have collected the following categories of Personal Information from consumers within the last 12 months.

Category of Personal Information	Categories of Sources	Purpose of Collecting/Sharing	Categories of Third Parties to Whom We Disclose Personal Information
Personal identifiers such as name, email address, IP address, online identifier, license number or other similar identifiers	You, your computer and mobile devices when you access our Site	To allow you access to our Site and to provide you with services, such as responding to questions you may have	Third parties that help us administer and manage our Services, including third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers, accountants, auditors, or regulatory bodies or other third parties as may be required by law.

Protected classification characteristics under California or federal law such as age, gender, gender identity, gender expression, health information, education	N/A	We do not generally collect this information	N/A
Commercial information, such as Services provided, your interaction with our Site and Services	You	To allow you access to our Services, to provide you with Services, to respond to questions you may have	Third parties that help us administer and manage our Services, including third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers, accountants, auditors, or regulatory bodies or other third parties as may be required by law.
Biometric Information	N/A	We do not generally collect this information	N/A
Internet or other similar network activity information such as browsing history, login information, device type, accounts, IP address and other similar information concerning your interactions with our Site.	Your computer and mobile devices when you visit our Site. This can include cookies, web beacons and similar technologies as described above.	To analyze and improve our Services, administer our Site and Services, provide you with access to our Services, analyze and improve our information technology, monitor compliance with	Third parties that help us administer and manage our Services, including third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers, accountants, auditors, or regulatory bodies or

		our Terms of Use, and enforce our Terms of Use or other legal or regulatory obligations	other third parties as may be required by law.
Geolocation Data such as physical location information that may be provided by the device you are using	Your computer and mobile devices when you access our Site.	To analyze and improve our Services, administer our Site and Services, provide you with access to our Services, analyze and improve our information technology, monitor compliance with our Terms of Use, and enforce our Terms of Use or other legal or regulatory obligations.	Third parties that help us administer and manage our Services, including third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers, accountants, auditors, or regulatory bodies or other third parties as may be required by law.
Audio, electronic, visual, thermal, olfactory or similar information	N/A	We generally do not collect this type of information	N/A
Professional or employment-related information	You or others you have authorized to submit employment related information as part of the job application process	We collect this information in connection with the job application process.	Third parties that help in our employment processing, verification status and background checks. Third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers,

			accountants, auditors, or regulatory bodies or other third parties as may be required by law.
Educational Information such as your academic credentials, degrees or licenses, and training	You	We collect this information in connection with the job application process.	Third parties that help in our employment processing, verification status and background checks. Third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers, accountants, auditors, or regulatory bodies or other third parties as may be required by law.
Inferences drawn from other Personal Information	You	To analyze and improve our Services, administer our Site and Services, provide you with access to our Services, analyze and improve our information technology, monitor compliance with our Terms of Use, and enforce our Terms of Use or other legal or regulatory obligations	Third parties that help us administer and manage our Services, including third parties that help us manage our communications, complete transactions, assist with our information technology and security programs, our lawyers, accountants, auditors, or regulatory bodies or other third parties as may be required by law.



Your Rights and Choices

For the information above, California residents have the following rights under the CCPA:

- Access: You have the right to know and to access your personal information that we collect, use, and disclose.
- Deletion: You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions.
- Non-Discrimination: We will not discriminate against you for exercising any of your right under the CCPA.

Exercising Your Rights under CCPA

If you wish to exercise your rights under California law, please do not hesitate to contact us at:

Phone: 866-654-6699

Online: <https://secure.ethicspoint.com/domain/media/en/gui/54532/index.html>

SECURITY OF YOUR INFORMATION

We have taken appropriate steps to protect the personally identifiable information you provide on this site from loss, misuse, and unauthorized access, disclosure, alteration, or destruction

Keep in mind that unless otherwise noted, the e-mail functionality on our site does not provide a completely secure and confidential means of communication. It is possible that your e-mail communication may be accessed or viewed inappropriately by another Internet user while in transit to us. If you wish to keep your information completely private, you should not use email.

YOUR ACCESS TO OTHER WEBSITES

This site may contain links or references to other websites to which this Privacy Statement does not apply. We encourage you to read the Privacy Statement of every website you visit.

HOW YOU MAY CONTACT US

If you have any questions, comments, requests, or concerns related to this Privacy Statement or the information practices of this site, or if you would like to opt out of future communications, please contact us at:

TridentCare
Privacy Officer
930 Ridgebrook Road
Sparks, MD 21152
cpo@tridentcare.com
(443) 662-4101
Or Toll Free: 866-654-6699



CHANGES TO THIS PRIVACY STATEMENT

TridentCare reserves the right to change this Statement and to make new provisions effective for all information collected on this site without notice. Statement revisions will be posted on this site. Your continued use of the site following the posting of changes to this Privacy Statement will mean that you accept those changes. Please check back periodically, and especially before you provide any personally identifiable information.

This Privacy Statement was last updated May 2023.