

Privacy Policy

Last modified: October 2nd, 2023

Introduction

BIOTRONIK NRO, INC. (“**NRO**” or “**We**” or “**Us**”) respects your privacy and is committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you (a physician, advance practice provider, or auxiliary staff in a clinical setting to manage patients throughout their spinal cord stimulation (SCS) therapy) or that you may provide when you visit and use the Embrace One™ Provider Portal located at <https://bio-nro.my.site.com/homestream> (our “**Website**”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this Website.
- In email, text, and other electronic messages between you and this Website, and on or through forms on this Website.

It does not apply to information collected:

- Through any other means, including on any other website operated by Biotronik or any third party; or
- By any third party, including through any application or content that may link to or be accessible from or through the Website.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see [Changes to Our Privacy Policy](#)). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Not Directed to People under the Age of 18

Our Website is not intended for people under the age of 18. We do not knowingly collect personal information from individuals under 18. If we learn we have unknowingly collected or received personal information from an individual under the age of 18, we will delete that information.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Website, including information:

- By which you may be personally identified, such as name, postal address, email address, and telephone number (“**personal information**”); and/or
- About your internet connection, the equipment you use to access our Website, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the Website. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.

Information You Provide to Us

The information we collect on or through our Website may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website, populating your account profile, or otherwise using our Website. We may also ask you for information when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses) if you contact us.
- Your search queries on the Website.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including pages visited, how long you remained on our Website, traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically may include personal information. The information we collect automatically helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual preferences.
- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.

- **Web Beacons.** Pages of our Website may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit Biotronik, for example, to count users who have visited those pages and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).
- **Flash Cookies.** Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see [Choices About How We Use and Disclose Your Information](#).

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you.
- To provide you with information that you request from us.
- To allow you to communicate with other physicians, advance practice providers, or auxiliary staff in a clinical setting on the Website to manage patients throughout their SCS therapy.
- To fulfill any other purpose for which you provide it.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us.
- To notify you about changes to our Website.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect, or that you provide, as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To other Website users (physicians, advance practice providers, or auxiliary staff in a clinical setting) that you contact via the Website to manage patients throughout their SCS therapy.

- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of BIOTRONIK NRO, INC.'s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by BIOTRONIK NRO, INC. about our users is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our Website Terms of Use and other agreements.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of BIOTRONIK NRO, INC., our customers, or others.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

Accessing and Correcting Your Information

You can review and change your personal information by logging into the Website and visiting your account profile page.

You may also send us an email at dataprivacy.us@biotronik.com to request access to, correct or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your information also depends on you. Where you have chosen a password for access to our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at dataprivacy.us@biotronik.com

Supplemental Terms for California Residents

This section is addressed to California residents only and provides more information about your rights under the California Consumer Privacy Act or "CCPA" (California Civil Code Section 1798.100 et seq.), as amended, and how we process your personal information on or through our Website. Subject to certain exceptions, the CCPA grants to California residents the rights to: be notified about the collection, use, disclosure, sale or sharing of their personal information; request access to, deletion of, or correction of their personal information; request to opt out of the "sale" or "sharing" of personal information; and to not be discriminated against for exercising such rights.

We do not sell or share your personal information.

You can request access to, correction of or deletion of your personal information by contacting us at dataprivacy.us@biotronik.com. If you request a deletion of your personal information, we may still need to retain certain information for recordkeeping purposes, to complete any activities that you began prior to requesting such deletion, to comply with applicable law, or for other purposes permitted by CCPA. If you submit a request to exercise rights under CCPA, we will ask you to provide certain information to verify your identity. This information will depend on your prior interactions with us and the sensitivity of personal information at issue. If we deny your request, we will explain why.

You can designate an authorized agent to make a request under the CCPA on your behalf in certain circumstances. If you use an authorized agent for this purpose, we may ask you to verify your identity or that you provided the authorized agent signed permission to submit a request under the CCPA.

Our Website Privacy Policy describes the categories of personal information (including sensitive personal information) that we collect and how we use such personal information. If we collect sensitive personal information, we limit our use of the sensitive information to uses: (1) you have

authorized, (2) that are required to fulfill any of your requests for goods or services, or (3) that are otherwise allowed by the CCPA or required by other laws or regulations.

The categories of personal information collected from California residents on or through this Website over the preceding 12 months include:

- Identifiers and user settings such as first name, last name, email address, mobile phone, language, time zone, user name
- Internet or other electronic network activity information, including connection information such as the browser type, IP address;
- Interaction with or downloading any software available on our Website;
- Other information that relates to or is capable of being associated with an individual.

The categories of sensitive personal information collected from California residents on or through this Website over the preceding 12 months include:

- Precise geolocation;

We, as detailed in our Website Privacy Policy, collect personal information from a variety of sources (such as directly from you, through third party-business partners), and use such information for business and commercial purposes. During the preceding 12 months, we have disclosed such information for a variety of business purposes, such as to help us to provide goods services, or information to you. Please refer to our Website Privacy Policy for the categories of third parties to whom we disclose personal information. If we receive de-identified information from third parties, we will not use that information to attempt to re-identify any individuals. Similarly, when we disclose de-identified information to third parties, we require a contractual commitment from those third parties to not attempt to re-identify any individuals.

We will retain your information and the data we process on behalf of our customers as necessary to fulfill the purposes for which we have collected the information, for as long as your Website account is active, as needed to provide you our services, or to comply with legal or regulatory obligations. We will retain and use this information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Should you have any further questions, please refer to the Contact Information section of our Website Privacy Policy.