



Data Privacy Policy

This Policy describes how information about you may be used and disclosed and how you can get access to this information.

How we protect your data

- We do not share any personally identifiable information with any third party without your explicit consent.
- We separate individuals' personally identifiable information (PII) from their protected health information (PHI).
- We use industry standard security measures to encrypt your information when it is stored and when it is being transmitted.
- We limit access to information to authorized personnel, based on job function and role.
- We will not share your data with any public databases.
- We will not provide any person's data to an insurance company or employer.
- We will not provide information to law enforcement or regulatory authorities unless required by law to comply with a valid court order, subpoena, or search warrant.

How we use your information

Tend will use and share your personal Information with third parties only in the ways that are described in this Privacy Statement.

To provide you with Services and to analyze and improve our Services

We use your information to operate, provide, analyze and improve our Services. These activities may include, among other things, using your information in a manner consistent with this Privacy Statement to:

- enable purchase and delivery of our Services and process payments
- communicate with you or your healthcare provider, with your permission
- enforce our Terms of Service and other agreements
- monitor, detect, investigate and prevent fraud or other prohibited or illegal behaviors on our Services, to combat spam and other security risks, and
- perform research & development activities, which may include, for example, conducting data analysis in order to develop new or improve existing products and services, and performing quality control activities.

At an aggregate and/or de-identified level, for Tend Research purposes

- "Tend Research" refers to research to further the field of gut microbiome understanding and treatment, with the aim of publishing in peer-reviewed journals. This includes research funded by external grants such as through the National Institutes of Health ("NIH") or other grant funding, and conducted by Tend.
- Tend Research may be sponsored by, conducted on behalf of, or in collaboration with third parties, such as non-profit foundations, academic institutions or medical diagnostics or



therapeutics companies. Tend Research may study a specific subset of data based on research goals for specific microbes, symptoms, or conditions. Tend may work with public, private and/or non-profit entities on microbiome research initiatives, or otherwise create, commercialize, and apply our data and insights to improve health care. Tend Research uses aggregate and/or de-identified individual-level microbiome data and self-reported information.

- Your de-identified Information may be used for Tend Research. De-identified means it will not be linked to your name or any other identifying information.
- Tend may share summary data, which do not identify any particular individual or contain individual-level information, with our qualified research collaborators.

To provide customer support

- When you contact Tend, we may use or request PII as necessary to answer your questions, resolve disputes, and/or investigate and troubleshoot problems or complaints.

Contact Information:

Tend Health Inc.

info@tend-health.com

Changes to This Notice

We may change the terms of this Policy, and the changes will apply to all information we have about you. The new Policy will be available upon request and on our website www.tend-health.com.

Effective Date

This Policy is effective September 6, 2022.