

Privacy Policy

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1. Introduction

Carepass®, Inc. (“**Company**” or “**We**” or “**Us**”) respect Parents and/or Guardians (“**You**” or “**Your**” or “**Users**”) privacy and are committed to protecting it through our compliance with this privacy policy (“**Privacy Policy**” or “**Policy**”). This policy describes:

- The types of information we may collect or that you may provide when you install, register with, access, or use the Carepass® App (“**App**” or “**CP Mobile App**”).
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.
- This policy applies only to information we collect in this App and/or, in email, text, and other electronic communications sent through or in connection with this App and **ANY OTHER SOURCES**.

This policy **DOES NOT** apply to information that:

- We collect offline or on any other Company apps or websites, including websites you may access through this App.
- You provide to us or is collected by any third party.
- Is non-personal information that does not identify the specific parent, child, or household.
- Is publicly accessible.

Our App, and any other third party service providers may have their own privacy policies, which we encourage you to read before providing information on or through them.

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, do not download, register with, or use this App. By downloading, registering with, or using this App, 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 App after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

2. Children Under the Age of 13

The App is not intended for children under 13 years of age, and we do not knowingly collect Personal Information from children under 13. If we learn we have collected or received Personal Information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at support@carepass.co

3. Information We Collect and How We Collect It

We collect information from and about users of our App:

- Directly from you when you provide it to us.
- Information is collected through the App.
- Automatically when you use the App.
- Information is used for display purposes on your App and providers’ website.

- Information is also used for processing credit or debit card charges.

4. **Information You Provide to Us.**

Depending on how you use the App, we may ask you to share personally identifiable information ("**Personal Information**") with us. Whether you choose to share your Personal Information is completely up to you, but keep in mind that you may not be able to access some areas of the App or effectively use the services we offer through the App without sharing Personal Information. Personal Information that is collected by the Company, and provided by you is any information that identifies or can be used to identify, contact or locate you. Examples include your picture, name, address, email address, phone number, and credit or debit card and geolocation information. Below are some examples of when we collect Personal Information.

- a. App/Account Information:** When you install, register with, access, or use the App, you must create an account with the Company through the App or through third-party account verification, such as Facebook. Third-party account verification is optional and not required by the Company. The Company does require that you at some point either during or after the account creation to provide the Company with your phone number. Your phone number is vital to the operation of the services the App provides. Once you have created an account through the App or third-party account verification, you then may create a "Kid Profile" for any and all children you want to book care for within our optional drop-in care service. The Kid Profile contains the following fields and can be edited at any time: (1) a photo of the child, (2) the first name and last name of the child, (3) gender of the child, (4) birth date of the child, (5) allergies of the child, (6) any food restrictions of the child, (7) likes, and dislikes of the child, and (8) medical documentation of the child. **Also, note that some of these fields may be required in order proceed to book care for a child through the App.**

In the "Profile Menu," you can create profiles for relatives and friends who are pre-authorized to pick up children on your behalf. At check-out, a caretaker cannot successfully complete the checkout process without first selecting the exact person from the Authorized Pickup List that has come for the child. The information that the App collects from the Authorized Pick-Up List, which was provided to the Company by you are as follow: (1) the first and last name of the person authorized to pick-up the child, (2) how the authorized person related to the child, and (3) the authorized person's cell number. **Information that is inputted onto the App is your responsibility, not only the accuracy of the information, but also the ability to disclose friends and families' information.**

We may also, either during or after account creation process, use the Personal Information you have provided to us, request further Personal Information from you and/or use third party services, to verify your account information or compliance with Carepass' Terms of Service.

We may use either your email address and/or your cell phone to send you account confirmations, notifications, push notifications, booking confirmations, or to request reviews, to contact you on behalf of other Users of the Company's services, i.e., caretakers sending you messages and to otherwise provide services to you in connection with the App. We may also send you promotional emails, such as monthly newsletters, special discounts, and offers from Licensed Child Care Center ("**CP Care Providers**" or "**Providers**"). If you would rather not receive promotional emails, please see the section below titled "**Your Choices About Our Collection, Use, and Disclosure of Your Information.**"

We also use your personal Information for administrative purposes, such as addressing account and payment issues, troubleshooting App issues, investigating abuse on the App, responding to caretakers' inquiries and enforcing and applying our Terms of Service. We may also send you text message communications in connection with the Services.

- b. **Reviews and Other Public Content.** You may have the opportunity to provide reviews about CP Care Providers you have used. You may also have other opportunities to contribute to the App, such as public forums, bulletin boards and talk threads. We may store these contributions ("Public Content"), display them to other Parents, and use them for promotional purposes. Your Public Content becomes public information once you post it, and copies of it may continue to be viewable even after you delete your account. Note that if you include Personal Information about yourself in your Public Content, it can be used and viewed by others. Please remember that you are not permitted to disclose any Personal Information about a User or anyone else in your Public Content.
- c. **Booking:** Once you have booked a slot with a CP Care Providers through the App, a confirmation email is sent to the parent. **Also, note that the Company communicates through push notification when you book child care through our App.**
- d. **Payment Information.** To process payments, we will require your credit or debit card information. CP Care Providers will not have the option of storing this information as part of their account information. Credit card transactions are processed through Stripe. Stripe is a third-party service provider to the Company.

- e. **Feedback.** If you contact us to give us feedback, register a complaint or ask questions about the App or services provided through the App, we may store your communications, including any Personal Information you include in them, so we can effectively respond to you.

You may provide information to be published or displayed ("Posted") on public areas of App. Such information that is posted and transmitted to others is done so at your own risk. Additionally, we cannot control the actions of third parties with whom you may choose to share information. Therefore, we cannot and do not guarantee that your posted material will not be viewed by unauthorized persons.

5. Automatic Information Collection [and Tracking].

When you access, and use the App, it may use technology to automatically collect:

- **Usage Details.** When you access and use the App, we may automatically collect certain details of your access to and use of the App, including traffic data, location data, logs, and other communication data and the resources that you access and use on or through the App.
- **Device Information.** We may collect information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, mobile network information, and the device's telephone number.
- **Stored Information and Files.** The App also may access metadata and other information associated with other files stored on your device. This may include, for example, photographs, medical records that are stored on your device--and which you actively decided to upload onto the App--audio and video clips, personal contacts, and address book information.
- **Location Information.** This App collects real-time information about the location of your device. The location of device is used for geographically based search of Child Care Centers.

If you do not want us to collect this information do not download the App or delete it from your device. If you wish to access and use the App, but wish to limit location information collection, then you may turn off location services. For more information, see [LINK TO CHOICES ABOUT HOW WE USE AND DISCLOSE YOUR INFORMATION]. Note, however, that opting out of the App's collection of location information will cause its location-based features to be disabled.

6. Third-Party Information Collection

When you use the App or its content, certain third parties may use automatic information collection technologies to collect information about you or your device. These third parties [may] include:

- **Service Provider:** We may share your Personal Information with companies that perform services for us, such as processing credit or debit card payments. They have access to Personal Information as needed to perform their functions, but may not disclose your Personal Information for other purposes. We offer a service, through Stripe, Inc., ("Stripe"), a third party, that facilitates the payment of CP Account Holders by CP Care Seekers via credit card or debit card on the Carepass® Network. These payment processing services are provided by Stripe and are subject to the Stripe Connected Account Agreement, which includes the Stripe Terms of Service (collectively, the "Stripe Services Agreement"). By agreeing to these Terms, or continuing to operate as a registered User on the Carepass® Network, you agree to be bound by the Stripe Services Agreement, as the same may be modified by Stripe from time to time. As a condition of Carepass, Inc. enabling payment processing services through Stripe, you agree to provide Carepass, Inc. accurate and complete information about you, and you authorize Carepass, Inc. to share it and transaction information related to your use of the payment processing services provided by Stripe. Carepass, Inc. assumes no liability or responsibility for any payments you may make through this service, and all such payments are non-refundable.
- **Business Change:** We may share your information with any parent company, subsidiary, joint ventures or other companies under a common control that we may have now or in the future, in which case, we will require them to honor this Privacy Policy. If another company acquires our company or all or substantially all of our assets, that company will own your information and will assume the rights and obligations with respect to that information as described in this Privacy Policy.
- **Disclosure By Law; Protection of Us and Others:** We may disclose information you provide if required to do so by law, at the request of a third party, or if we, in our sole discretion, believe that disclosure is reasonable to (1) comply with the law, requests or orders from law enforcement, or any legal process (whether or not such disclosure is required by applicable law), (2) protect or defend the Company or a third party's rights or property, or (3) protect someone's health or safety, such as when harm or violence against any person (including you) is threatened.

7. How We Use Your Information

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

- Provide you with the App and its contents, such as geographically relevant listings of CP Care Providers.
- Provide you with the service of connecting and booking a CP Care Providers that you have selected for the care of your child. Once you have selected and booked a Child Care Center through our App, the child's information as stated on the "Kid Profile," including any uploaded medical records onto the App is released to the CP Care Providers for their viewing. In the event, the CP Care Providers declines to provide care for the child, we will email you letting you know that the CP Care Providers declined to provide care.
- Give you notices about your account
- Notify you when App updates are available, and of changes to any services we offer or provide through it.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collect

The usage information we collect helps us to improve our App and to deliver a better and more personalized experience by enabling us to:

- Estimate our user base size and usage patterns.
- Store information about your preferences, allowing us to customize our App according to your individual interests.
- Speed up your searches.
- Recognize you when you use the App.
- We use location information collected by the App to provide parents with geographically relevant CP Care Providers.

8. Disclosure of Your Information

We may disclose personal information that we collect or you provide to us:

- To CP Care Providers that you have selected for the care of your child.

- To our affiliates, such as directors, officers, managers, and employees. Please note in **DATA SECURITY** that the Company has adopted internal security procedures.
- To service providers, such as Stripe and other third parties, such as Amazon Web Services and MailChimp 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.
- You have the option to use social media, such as Facebook, and for now, only Facebook, to access our App without the need of creating an account with our App.
- 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 Carepass's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Carepass® about our App users is among the assets transferred.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce our rights arising from any contracts entered into between you and us, including the App and billing and collection.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Carepass® our customers or others.

9. Your Choices About Our Collection, Use, and Disclosure of Your Information

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

- **Tracking Technology:** You can choose whether or not to allow the App to collect information through location services by either turning it on or off in your phone's privacy setting. If you block the use of location services, some parts of the App may then be inaccessible or not function properly, such as providing you with geographically based Child Care Centers.
- **Promotion by the Company.** In the event that the Company sends promotional communications, and you do not want us to use your email to send you CP Care

Providers' promotional offers, then please contact us at support@carepass.co or unsubscribe from promotional communication through Mailchimp.

10. Accessing and Correcting Your Personal Information

You can review and change your personal information by logging into the App, opening the Profile Menu, and visiting your account profile, payment details, or the "Kid Profile" list.

You may also send us an email at support@carepass.co to request access to, correct, or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. 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.

If you delete information that was publicly posted onto the App, copies of your publicly posted information may remain viewable in cached and archived pages, or might have been copied or stored by other App users. Proper access and use of information provided on the App, including information that was publicly posted, is governed by our terms of use.

11. Data Security

Measures taken to secure Personal Information: We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. The App uses Secure Socket Layer SSL to send and receive data to and from the server. This means that data is fully encrypted in transit both ways. Our servers reside in Amazon Web Services (AWS infrastructure). The servers then store data in an encrypted database, which resides in a private subnet, which means that (1) data is encrypted; (2) data cannot be accessed directly by anyone. The encrypted data, however, could be accessed by the Company. Therefore, any Personal Information and payment transactions as defined above will be encrypted using SSL technology.

In addition, the Company has implemented an internal security procedure to prevent unauthorized use, alteration, and disclosure of personal information. However, if you wish to obtain more information of the Company's internal security procedure, then you may contact us at our email stated in our **CONTACT INFORMATION**.

Moreover, in the event there is a security breach as defined in Fla. Stat. § 501.171(1)(a), the company will take every reasonable step to comply with the notice requirement to the department, as defined under Fla. Stat. § 501.171(1)(e), as well as to individuals as required under Fla. Stat. § 501.171(3), once (AWS) has provided us notice of the security breach.

Furthermore, the safety and security of your information also depends on you. Where we have given you or where you have chosen a password for access to certain parts of our App, you are responsible for keeping this password confidential. We ask you not to share your password

with anyone. We urge you to logout of your account through the App once you have completed your activities within the App. The App is not designed for automatic logout.

We also urge you to be careful about giving out information in public areas of the App like message boards. The information you share in public areas may be viewed by any user of the App.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our App. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

12. Disposal of Data

In the event the company disposes of Personal Information, the Company or third-party agent shall take all reasonable measures to dispose, or arrange for the disposal, of customer records containing personal information within its custody or control when the records are no longer to be retained. Such disposal shall involve shredding, erasing, or otherwise modifying the personal information in the records to make it unreadable or undecipherable through any means.

13. Changes to Our Privacy Policy

We may update our privacy policy from time to time. If we make material changes to how we treat our users' Personal Information, we will post the new privacy policy on this App.

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 and/or phone number for you and for periodically visiting this privacy policy to check for any changes.

14. Your Privacy Rights

By choosing use our App, you agree that any dispute over privacy or the terms contained in **this Privacy Policy will be governed by the law of the State of Florida**, without reference to the choice of law or conflicts of law principles thereof, and will be subject to the dispute resolution clause contained in the Terms of Use applicable to the App. You also agree to abide by any limitation on damages contained in the Terms of Use of our App.

15. Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

MAILING ADDRESS:

CAREPASS, INC.

400 NW 26th Street

Miami, FL 33127

E-MAIL ADDRESS

For technical support contact us at support@carepass.co

For further information about our services contact us at info@carepass.co

PHONE NUMBER

844.522.9104