

Privacy Policy

Managed Care Systems, Inc.

Purpose

Your privacy is important to Managed Care System, Inc (MCSI). The following Privacy Policy discloses the information practices followed by MCSI with respect to personal information gathered through the MCSI website and 3rd-party services, including the type of information that we gather, the way we use information and our policy regarding sharing information with others. Please take a moment to familiarize yourself with our privacy practices and let us know if you have any questions.

Acceptance of Privacy Policy

The following terms and conditions related to privacy (collectively, the “Privacy Policy”) govern how MCSI handles information that it collects and receives from you when you access and use our website at [Visova | Healthcare Platform as a Service - VPaaS](#) and any related Visova links, including any electronic messages between you and the website (collectively, the “Website”).

Please read this Privacy Policy carefully before you start using the Website. By using the Website, you accept and agree to the terms contained in this Privacy Policy. If you do not agree to the Privacy Policy, then please exit the Website and cease any further use or access of the Website.

Changes to Privacy Policy

MCSI reserves the right to modify this Privacy Policy at any time, at our sole discretion. When changes are made to the Privacy Policy, they will be posted to the Website and the “last updated” date on the footer of the Privacy Policy will be revised. All changes are effective immediately when we post them. Your continued use of the Website following the posting of a revised Privacy Policy means you accept and agree to the changes.

It is your responsibility to check this page from time to time so that you are aware of any changes, as they are binding on you.

Information That We Collect or Receive

In exchange for being given access to information made available on the Website, the Website may request users to submit personal information about themselves, including name, e-mail address, telephone number, etc., (collectively, “Personal Information”) as well as non-personal information

that does not identify who you are, such as navigational data, clickstreams, cookies, page usage details, etc. (collectively, “Non-Personal Information”). Together, Personal Information and Non-Personal Information will be referred to as “information within this Privacy Policy.

It is your choice whether and how much information to provide through the Website or allow the Website to collect. In some instances, not providing adequate information may result in reduced functionality. MCSI’s usage of any information provided by you through the Website will be consistent with this Privacy Policy and the terms of your license agreement.

How Long We Retain Information

The retention period for information we collect about you depends on the type of information, as described in further detail below. After the retention period has expired, we will either delete or anonymize your information or if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Account Information

We retain your account information for as long as your account is active, and a reasonable period thereafter for re-use when you decide to reactivate the Services. We also retain your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, and to develop and improve our services.

Marketing Information

If you have elected to receive marketing emails or other contacts from us, we will retain information about your marketing preferences for a reasonable period from the date you last expressed interest in our services. Every marketing email we send will provide you with the option to Opt-Out of receiving future emails.

Children’s Privacy

This Website is not directed to minors, and we do not knowingly collect personal information from minors on this Website. If we become aware that we have inadvertently received personal information from a minor, we will delete the information from our records.

Use of Cookies and Similar Technologies

Like most companies, MCSI uses cookies and similar technologies (“cookies”) on our Website to facilitate and improve your online experience. Cookies contain small amounts of information which are downloaded to your device when you visit our Website. Cookies are sent back to our Website to

allow us to recognize your device, which allows our Website to (a) help you navigate efficiently to obtain the information and services you have requested; and (b) remember your preferences such as language selection and help you to view information that is most relevant to your interests. These cookies also help us to maintain and improve our Website by providing information on how visitors find and use the Website, and how well the Website is performing. Unless you disable the cookies on your system, by using our Website, you agree to our use of those cookies. If you decide to disable cookies on your system, then you may not be able to take full advantage of all Website features once you have done so.

Use of Submitted Information

We may use the Personal Information collected about you for the following purposes: (a) provide, administer and communicate with you about products, services, events, surveys and promotions by MCSI (including by sending you marketing communications); (b) process, evaluate and respond to your requests, inquiries and applications; (c) operate, evaluate and improve our business (including developing new products and services); (d) managing our communications; (e) perform market research; (f) determine and manage the effectiveness of our advertising and marketing; (g) analyze and enhance our products, services and websites; (h) carry out or obligations and enforce our rights arising from any contracts entered into between us and you; and (i) administer our Website.

Non-Personal Information does not identify who you are, as such, we may use the data for certain business and operational purposes.

Disclosure of Information

We do not sell or otherwise disclose Personal Information about our Website visitors outside MCSI, except as described here. We may disclose Personal Information about you: (a) if we are required to do so by law or legal process; (b) to law enforcement authorities or other government officials as required to comply with a legitimate legal request; (c) to our subsidiaries and affiliates and to contractors, service providers, or other third parties we engage to support our business; (d) to provide aggregate demographic data to our various partners; or (e) when we believe disclosure is necessary to prevent physical harm or financial loss, to protect the rights of MCSI, or otherwise in connection with an investigation of suspected or actual illegal activity. We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets (including through bankruptcy).

How We Protect Your Information

At MCSI, our goal is to protect your personal information submitted to us through our website. We maintain administrative, technical and physical safeguards to protect against unauthorized disclosure, use, alteration or destruction of the personal information you provide on this MCSI Website.

Whenever information is held within MCSI systems, or on its behalf, we take reasonable and appropriate steps to protect the personal information from unauthorized access, disclosure, alteration, or destruction. We employ industry best practices, such as firewalls, encryption, and physical security measures in order to prevent unauthorized use of personal information.

Your Rights

You have control over your Personal Information. Below are the rights you have and steps you can take to exercise them. Please note that your rights may be limited in certain cases: for example, if fulfilling your request would reveal information about another person, or if you ask to delete information for which we or your employer are permitted by law or have compelling legitimate interests to keep, and it may take time for us to investigate your request.

Right to Access – You have a right to request a copy of the Personal Information that MCSI holds. To request a copy of your Personal Information, please submit a ticket to Visova Service Center or email your request to MCSI at privacy@mgcare.com.

Right to Removal – You have a right to request the deletion of the Personal Information that MCSI holds. To request deletion of your Personal Information, please submit a ticket to Visova Service Center or email your request to MCSI at privacy@mgcare.com.

Right to Correction – You have a right to request updating or correcting of Personal Information that MCSI holds. To request updating or correcting of your Personal Information, please submit a ticket to Visova Service Center or email your request to MCSI at privacy@mgcare.com.

MCSI will endeavor to fulfill all privacy requests in a timely manner. If we deny or are unable to fulfill your request, we will inform you in a timely manner and provide explanation.

Linking

We provide links to other websites for your convenience and information. These sites may have their own privacy statements or policies in place, which we recommend you review if you visit any linked websites. We are not responsible for the content of linked sites or any use of the sites.

Communication Choices

If you have any questions or comments about this Privacy Policy, please contact us at privacy@mgcare.com.

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