

PRIVACY POLICY

Purpose of Policy

Transcend Medical respects the privacy of its customers and other visitors to this website. Thus, we created this Privacy Policy to inform you about our information practices. This Privacy Policy applies only to this website and not to any other websites that you may be able to access from this website.

What information do we collect?

- We collect information from you when you submit information on this website, send an email from this website, place an order, enter a contest or sweepstakes, respond to a survey or communication, submit an inquiry such as email, or participate in another website function or feature.
- We collect personal information that you provide if you establish an account on this website, such as your first and last name, email address, shipping address, and a password. When you create an online account with Transcend Medical, you can choose to save your billing and shipping information. When you submit an inquiry or contact our Customer Service department, we may ask you for your name, email address, mailing address, phone number, credit card information, or other information. You may, however, visit our website without providing such information.
- When you make a purchase from Transcend Medical, we collect your name and payment method information, such as credit card and billing information. We collect this information in order to bill you for your purchase. We also collect information that allows us to ship your order. This includes the name, address, and phone number of the intended recipient(s). If you make a purchase through your online account, we also maintain a record of your purchases online.
- Like many websites, we use “cookies” or other technology to enhance your experience and gather information about visitors and visits to our websites. Please refer to the “Do we use ‘cookies?’” section below for information about cookies and related technology and how we use them.

How do we use your information?

We may use the information we collect about you in ways described elsewhere in this Privacy Policy and in the following ways:

- To personalize your website experience and to allow us to deliver the type of content and product offerings in which you may be most interested.
- To allow us to better serve you in responding to your customer service requests.
- To register you as a user of this website.
- To quickly process your transactions and communicate with you regarding your order.
- To confirm your orders.
- To deliver the products and services that you purchase or rent online.
- To prevent fraud and bill you for your purchases.
- To administer a contest, promotion, survey or other website feature.
- To comply with valid legal procedures, requirements, regulations or statutes.

When we refer to your information, information about you or personal information, we mean information that we collect and store in a way that allows us to relate it to you personally or to your family, such as your name, email address, mailing or billing address, and phone number. This Privacy Policy applies only to that type of information. We may freely use, disclose or sell information that is not specifically associated with you personally or your family (such as statistics or aggregate information about our customers or website visitors).

How do we protect visitor and customer information?

We implement a variety of security measures to protect your personal information. Your personal information is contained behind secured networks. Persons who are authorized to access your personal information are required to keep the information confidential to the extent stated in this Privacy Policy. We use a technology called Secure Sockets Layer (SSL). If your browser is capable of SSL (and most are), your personal information and credit card or debit card information will be automatically encrypted or encoded before it is sent over the Internet. However, no method of transmission over the Internet or electronic storage is 100% secure.

Therefore, while we strive to use commercially reasonable means to protect your personal information, we cannot guarantee its absolute security.

Your personal information is also protected by the password that you created if you signed up for an online account with Transcend Medical (or another password you chose after changing a previous password). Please keep this password confidential. The confidentiality of your password is your responsibility. You may log onto this website at any time to change your password.

Do we use “cookies”?

Yes. Cookies are small files that a website or its service provider transfers to your computer’s hard drive through your Web browser (unless you set your browser to reject cookies) that enables the website’s or service provider’s systems to recognize your browser and capture and store certain information. They may be used to help us understand your preferences based on previous or current website activity, which may enable us to provide you with improved services. We also may use cookies to help us compile aggregate data about website traffic and website interaction so that we can offer better website experiences and tools in the future.

We may contract with third-party service providers to assist us in better understanding our website visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Chrome or Safari settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, you may not have access to features that make your website experience more efficient and some of our services may not function properly.

Our servers automatically recognize visitors’ domain names and IP addresses (the number assigned to computers on the Internet). No personal information about you is typically revealed in this process. This website may also gather anonymous “traffic data” that does not personally identify you, but that may be helpful for marketing purposes or for improving the services we offer. This website may also use other technology to collect information from time to time.

Do we disclose the information we collect to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. It also does not include website hosting partners and other parties who assist us in operating our website, conducting our business, We may also release your information when we believe release is appropriate to comply with the law, enforce our website policies, or protect ours or others’ rights, property, or safety. Additionally, non-personally identifiable information may be provided to other parties for marketing, advertising or other uses.

How can you access, opt-out, or modify information you have provided to us?

If you have established an account with Transcend Medical, you may log onto this website to view or reasonably modify your personal information. You may deactivate your online account by contacting us at info@transcendmedical.net. Note that we will need your name and address in order to deactivate your account.

You may opt out of receiving email marketing communications related to products offered through this website.

Please note that we may maintain information about sales or other transactions in order to service those transactions and for record keeping.

How do we protect the privacy of children?

This website is not directed at nor targeted to children. Users of this website must be at least 18 years old. We do not use this website to knowingly solicit personal information from or market to anyone under the age of eighteen. Our goal is to comply with laws and regulations relating to the collection and use of information from children, including the Children’s Online Privacy Protection Act (COPPA), if and to the extent that such laws may be applicable to the operation of this website. If you believe that we have received

information from a child or other person protected under such laws, please notify us immediately at info@transcendmedical.net and we will take reasonable steps to remove such information from our databases.

Affiliate and third party links

Our website includes links to other websites, including websites operated by our affiliates and websites operated by unrelated third parties. Those linked sites are not covered by this Privacy Policy. We therefore have no responsibility or liability for any use or disclosure of any personal information collected by or provided to or at such linked sites.

Changes to our policy

If we decide to change our Privacy Policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. We reserve the right, at any time, to add to, change, update, or modify this policy by posting such change, update, or modification on this website and without any other notice to you. Any such change, update, or modification will be effective immediately upon posting on this website. It is your responsibility to review this policy from time to time to ensure that you continue to agree with all of its terms. This policy was last modified on February 2, 2019.

International users

By visiting our website and providing us with data, you acknowledge and agree that we may use the data collected in the course of our relationship for the purposes identified in this policy or in our other communications with you, including the transmission of information outside your resident jurisdiction. In addition, such data may be stored on servers located in the United States or elsewhere. By providing us with your data, you consent to the transfer of such data and storage of such data within the United States, and you waive any rights to control or maintain the integrity of such data afforded by national laws or international treaties. You may not provide any personal information if our use or disclosure of that information as described in this Privacy Policy would violate any laws or regulations of jurisdictions outside of the United States.

Questions and feedback

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue at info@transcendmedical.net.

Online policy only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Terms of use

Please also visit our [Terms of Use](#) section, which sets forth the terms and conditions governing the use of this website, including disclaimers and limitations of liability.

Electronic Disclosure

Your protected health information, whether collected through our website or offline, is subject to electronic disclosure in accordance with federal and state laws as well as Transcend Medical's Notice of Privacy Practices.

Your consent

By using our website, you consent to this Privacy Policy.