Be Seen Privacy Policy

Last Updated: October 18, 2026

Be Seen Health Inc (“**Be Seen**,” “**we**,” “**us**,” and “**our**”) provides a platform that assists individuals to find health providers near them or around specific locations. Individuals can search for a health provider, create an account to become a “Member” of Be Seen, and book and pay providers for health services via direct payments outside of insurance networks. This Privacy Policy is designed to help you understand how we collect, use, and share your personal information and to help you understand and exercise your privacy rights.

1. SCOPE

This Privacy Policy applies to personal information processed by us, including on our websites, mobile applications, and other online or offline offerings. To make this Privacy Policy easier to read, our websites, mobile applications, and other offerings are collectively called "Services." This Privacy Policy does not apply to the personal information (including protected health information ("PHI") under HIPAA) that may be collected and used by your healthcare providers.

2. PERSONAL INFORMATION WE COLLECT

The categories of personal information we collect depend on how you interact with us.

A. Information You Provide to Us Directly

- **Member Account Information**. Name, email address, phone number, password, address, gender, date of birth, prescriptions, and requested medical services.
- **Provider Account Information.** Name, business address, business phone numbers, educational background, medical license numbers, board certifications, specialties, and service offerings.
- **Text Messaging / Mobile Data.** Mobile phone numbers, opt-in consent records, and communication preferences provided when signing up for SMS notifications or campaign updates.
- **Appointment Information & Health-Related Information.** Information regarding searched/visited providers, reason for visits, appointment dates, and PHI processed under HIPAA Business Associate Agreements.
- **Purchases & Communications.** Billing details processed via third-party payment processors and communications sent via email, phone, or chat features.

B. Information Collected Automatically & From Other Sources

Automatic collection includes IP addresses, location data, device identifiers, cookies, pixel tags, analytics data, and interactions across our social media platforms or third-party integrations.

3. HOW WE USE YOUR INFORMATION

We use your information to fulfill our contract with you, manage accounts, process payments, answer customer support requests, and deliver our Services.

- **SMS & Mobile Communications.** If you opt in to receive text messages from us, we use your phone number and mobile information strictly to send transactional alerts, appointment updates, account security notifications, and customer support messages.

4. HOW WE DISCLOSE YOUR INFORMATION

Mobile Information Non-Sharing Policy:

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties or affiliates.

Subject to the restriction above, we disclose information in the following circumstances:

- **Service Providers**. Third-party vendor partners providing IT support, web hosting, payment processing, customer support, and SMS delivery services. These vendors are contractually restricted to using data solely to perform services for us.

- **Business Partners & Affiliates:** Shared to provide joint offerings or internal administration. This strictly excludes mobile phone numbers, text messaging originator opt-in data, and SMS consent.

- **Advertising Partners**. Shared for interest-based and personalized online web advertising. Mobile phone numbers and text messaging opt-in data are never shared with or sold to third-party advertising partners.

- **Legal and Corporate Transfers.** Disclosures required to comply with law enforcement, protect rights and safety, or complete a corporate merger, acquisition, or sale of assets.

5. YOUR PRIVACY CHOICES AND RIGHTS

- **Text Messages / SMS Opt-Out:** You may opt out of receiving text messages from us at any time by replying STOP to any text message you receive. For customer support or assistance, reply HELP or contact us at support@beseenhealth.com. Message and data rates may apply, and message frequency varies.

- **Email & Mobile Controls:** Opt out of marketing emails using the "unsubscribe" link. Manage mobile push notifications and precise location tracking through your device settings.

- **Privacy Rights:** Depending on your jurisdiction, you may request access to, correction of, or deletion of your personal information.

6. SECURITY AND DATA RETENTION

We maintain administrative, technical, and physical safeguards to protect personal data. Personal information is retained for as long as necessary to fulfill the purposes for which it was collected, resolve disputes, and comply with legal obligations.

7. REGIONAL SUPPLEMENTS (CALIFORNIA & NEVADA)

California and Nevada residents maintain rights under state laws (including the CCPA) to request details on data processing and opt-out rights. Be Seen does not sell mobile opt-in data or personal information.

8. CONTACT US

For privacy questions or rights requests, contact us at:

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