

Privacy Policy

Last Updated: Mar 28, 2024

Welcome to Honeydew!

This Policy describes the personal information that is collected, used, and disclosed by AcneAway, Inc. dba Honeydew and its subsidiaries and affiliated companies, including the medical practices and other healthcare entities and pharmacies with which Honeydew contracts in order to provide products and services to you (all of the foregoing collectively, “Honeydew” or “We”). This privacy policy (“Policy”) applies to the websites of Honeydew, including <https://Honeydewcare.com> (the “Website”), and Honeydew’s applications and other online services (collectively, “Services”). This Policy does not apply to websites, applications or services that display or link to different privacy statements.

Please read this policy carefully. By accessing or using our Website and/or Application, you agree to this Privacy Policy. If you do not agree with this Privacy Policy, please do not use the Services.

Information We Collect

- Personal information: Personal information means information associated with or used to identify or contact a specific person. Personal information we collect may include:
 - Identifiers such as your first and last name, date of birth, sex or gender, physical address, email address, phone number, identification numbers, etc.
 - Audio, visual, and other electronic information such as photographs and videos for purposes other than diagnosis or treatment
 - Commercial information such as your order history, products purchased or considered, payment information, and shipping history
 - Internet and network activity information such as IP address, geolocation information, device information, log data, and cookies and similar technologies
 - Inferences drawn from any of the information collected about you such as your preferences, characteristics, and behavior, etc.

- Health information: Health information is a type of personal information that includes any identifying information we collect relating to your medical history, including symptoms, diagnoses, treatment and outcomes. Health information we collect may include:
 - Audio, visual, and other electronic information such as photographs and videos for purposes of diagnosis or treatment
 - Medical history such as medical conditions, medications, allergies, treatment options, prescriptions, and any other health-related information for purposes of diagnosis or treatment.
 - Commercial information such as your order and shipping history

Sources of Information

- Information you provide to us:
 - You may actively provide us information when you use our Services such as through our Website, emails, social media, surveys, sweepstakes and promotions, or any other online or offline interactions.
 - If you become a patient of a healthcare provider affiliated with Honeydew, with your consent we may collect health information about you relating to your treatment such as your medical history and allergies to medications to provide you with continuous services through other affiliated health care providers.
- Information we collect:
 - Some information is automatically collected through your interactions and use of our Services such as your IP address, access times, hardware and software information, device information, device event information (e.g. crashes, unsuccessful logins, browser type), the web page you've viewed or engaged with before or after using the Services, and other relevant information. We may use cookies, web beacons and other tracking technology to collect this information.
- Information we receive from third parties:
 - We may receive information from third parties such as affiliates, business partners, and service providers to operate our business and improve your experience and interactions with us.
 - We use third-party service providers such as Google Analytics by Google LLC ("Google") to track and analyze Website traffic through the use of cookies and other tracking technology. This allows us to show you advertisements and content that may be of interest to you based on your interactions with the

Services, other online services, and/or information received from third parties.

For more information on the privacy practices of Google, please visit the Google

Privacy & Terms web page: policies.google.com/privacy. Google Analytics

Opt-out Browser Add-on provides visitors with the ability to prevent their data

from being collected and used by Google Analytics, available at:

tools.google.com/dlpage/gaoptout.

- We may receive information that is available publicly, either online or offline, to operate our business and improve your experience and interactions with us.

How We Use Your Information

Honeydew and affiliated Providers may use information about you to:

- Connect you with a healthcare professional for consultation and treatment;
- Operate and improve our Website, products, and Services;
- Verify your identity as the holder of an account with us;
- Respond to your comments and questions and provide customer service;
- Provide and deliver products and Services you request;
- Process, fulfill, and administer transactions and orders for Services ordered by you;
- Create De-Identified Data such as aggregate statistics relating to the use of our Application;
- Communicate with you about the Services, and to deliver any administrative notices or alerts and communications relevant to your use of the Services;
- Notify you about changes to our Website or any products or services we offer or provide through them;
- Promote our Services to you;
- Fulfill any other purpose for which you provide us personal data;
- Make sure our terms, policies, and agreements with you and any third parties are enforced;
- Comply with applicable laws and regulations

Children Under 18

- Persons under the age of 13 are prohibited from using our online Services even if they are patients of Honeydew. Persons between the ages of 13 and 18 may only use our online Services with the legal authorization of their parent or legal guardian. Honeydew does not knowingly collect any information from persons under the age of 13 (or from

persons between the age of 13 and 18 without appropriate authorization). If you are a parent or guardian of an individual under the age of 18 and believe your child has disclosed personal or health information to Honeydew without your authorization, please contact us at support@Honeydewcare.com.

Disclosure of Your Information

- We take the confidentiality of your information and protection of your personal and/or health information seriously.
- Please be mindful of your own privacy needs as you choose what to share and make public. We cannot control the privacy or security of information you choose to make public.
- We limit our disclosure of your information to the following possible scenarios:
 - To licensed medical providers so that they may provide you with the teledermatology and related products and Services you request;
 - To contractors and third-party service providers that we use to support our business and who are contractually bound to keep your personal data confidential;
 - In order to protect the safety and security of Honeydew, the Services, our operations, our systems, our properties, our customers, or any other related person or entity;
 - To protect the rights and property of Honeydew, our agents, customers, and others including to enforce our agreements, policies, and Terms of Service;
 - To comply with any court order, law, or legal process, including to respond to any government or regulatory request;
 - To a company we merge with or acquire, or that buys us, or in the event of change in structure of our company of any form;
 - With your consent

Please note that we do not sell your personal or health information to third parties. We also do not share data without your explicit consent. We may share non-personal, de-identified, or aggregated information with third parties.

Retention of Information

- We may retain your information as required or permitted by applicable laws and regulations. For example, if you are a resident of certain jurisdictions you may be able to request to have your personal information deleted. If your request is granted, we may still be required by medical laws to retain your health information for a period of time. Your medical records will be retained by Company for a period of at least five (5) years, unless a longer period is required by state or federal law, after which they may be destroyed. If you are younger than twenty-three (23) years of age on the date the records may potentially be destroyed, your records will be kept at least until you reach the age of 23 or as required by state or federal law.

Choices About Your Information

- You may send requests about your contact preferences, or changes to your information including requests to opt-out of sharing your personal information with third parties by emailing support@Honeydewcare.com.
- You may request deletion of your Personal Data by contacting support@Honeydewcare.com. However, please be aware that we may be required (by law or otherwise) to keep such data and not delete it (or to retain it for a certain period of time, in which case it will be deleted after the required retention period). By deleting your personal data, we will remove it from active databases, however, it may remain in archives and we also may continue to use de-identified data about your use of Services.

Rights with Respect to Protected Health Information

- You have the right to inspect and copy your protected health information.
- You may request access to or an amendment of your protected health information.
- You have the right to request a restriction on the use or disclosure of your protected health/personal information. Your request must be in writing and state the specific restriction requested and to whom you want the restriction to apply. If we agree to comply with your request, we will be bound by such agreement, except when otherwise required by law or in the event of an emergency.
- You have the right to request to receive confidential communications from us by alternative means or at an alternate location, and we will accommodate reasonable requests. You must submit your request in writing to support@Honeydewcare.com.

- You have the right to request an amendment of your protected health information. If we deny your request for amendment, you have the right to file a statement of disagreement with us.
- You have the right to receive an accounting of certain disclosures of your protected health information that we have made for the prior six (6) years, except to the extent made for purposes of treatment, payment, healthcare operations, or certain other purposes (such as your authorization).
- You have the right to obtain a paper copy of this Notice, upon request, even if you have previously requested its receipt electronically by email.
- You have the right to be notified in the event that we (or one of our business associates) discovers a breach of unsecured PHI.

Data Security

- We implement reasonable measures designed to secure your personal data from unauthorized access, use, alteration, and disclosure and from accidental loss, including by employing encryption technology for information sent and received by us.
- Nonetheless, no transmission of information over the internet can be completely secure. As a result, while we do our best to try to protect your personal data, we cannot guarantee the security of any information you transmit to us.
- If you notice suspicious activity or believe that your account may have been compromised in some way, please contact us immediately at support@Honeydewcare.com.

Changes to This Policy

- We may update this Privacy Policy from time to time and make changes to our information practices as permitted by law. You can reference the date on the bottom to determine when this Privacy Policy was last updated. Any changes will become effective when we post the revised Privacy Policy on the Services. If you are registered for the Services, you will be notified of any material changes to this notice prior to it becoming effective. Your use of the Services following the changes means that you acknowledge and accept the revised Privacy Policy.

Contact

- If you have questions or concerns about this Privacy Policy, please contact us at support@Honeydewcare.com.

Thanks for using Honeydew!