

ABOUND US Privacy Policy

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1. Introduction

Ascensia Diabetes Care US Inc. (“Ascensia,” “we,” or “us”) values the protection and security of your personal data. The Abound Application (“App”) is a part of the Abound diabetes management services which includes the Abound mobile application software and related content and tools, the appointed guide who will provide diabetes self-management education and support services (“Abound Guide”) and all other services under the control of Ascensia that are operated in connection with the App (collectively, the “Abound Service”). The App allows you to upload information from your blood glucose meter, and is designed to help you track your activities, including your food intake and your blood glucose levels to assist you in managing your diabetes. This Privacy Policy tells you how we collect, use, share and protect your personal data and, together with the End User Licence Agreement (“EULA”), applies to your use of the App.

PLEASE READ THIS PRIVACY 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 CONSENT TO THE COLLECTION AND PROCESSING OF YOUR PERSONAL DATA AND THE PRACTICES OUTLINED IN THIS PRIVACY POLICY. THIS PRIVACY POLICY MAY CHANGE FROM TIME TO TIME. YOUR CONTINUED USE OF THIS APP AFTER WE REVISE THIS PRIVACY POLICY MEANS YOU ACCEPT THOSE CHANGES, SO PLEASE CHECK THE PRIVACY POLICY PERIODICALLY FOR UPDATES.

2. Information We Collect and How We Collect It

It is very important to us that you understand what personal data we collect about you, how we collect it, and why it’s necessary.

We collect information from and about users of the Abound Service (“Members”) in the following ways:

- Directly from you when you provide it to us.
- Automatically when you use the App.
- Through Analytics Tracking Technologies.
- From Third Parties.

Category	Description
Information You Provide To Us	<p><u>Account Registration & Services:</u> When you sign up for the Abound Service, we collect certain personal data to enable you to sign up for and use the Abound Service. This may include your name, date of birth, mobile phone number, and mailing address. We may also record calls between you and your Abound Guide for safety purposes and to ensure our teams are delivering a level of service that meets our internal standards. We will always ask for your permission before proceeding with the call.</p> <p>In order to provide you with personalized services that are tailored to your needs, the App can be used to capture information about your diabetes management, condition of health and your blood glucose meter, including your diabetes type, self-reported medication usage and medical history, food consumption, activity and sleep levels, chat history with an Abound Guide, responses to questions and self-reflection prompts, your hospital address and hospital attendance dates, health care practitioner reports, blood glucose readings, A1c data, and blood glucose meter model number, serial number and settings.</p> <p><u>Voluntary Mobile Device Data:</u> You may choose to give us permission to access certain system services on your device, such as camera and photos, to allow us to provide you with features/functionality that will enhance your Abound Service experience. We will not access these features/functionality without first obtaining your consent. You can manage the App's access to these system services in your mobile device and/or the App's settings.</p> <p><u>Customer Services:</u> If you contact us about the App, your account or for any other reason relating to customer services, we will keep a record of that contact.</p>
Automatic Information Collection	<p><u>Device Information:</u> When you use the App, we will automatically receive technical information, including the type of mobile device you use, a unique device identifier (such as your device IMEI number, MAC address of the device's wireless network interface, or the mobile phone number used by the device), mobile network information, your mobile operating system and software version number, IP address, the type of mobile browser you use, the country and language code and time zone setting. We will also collect information about your use of the App, such as any errors, log files and administration data so that we can ensure good operation of the App.</p>
Analytics Tracking Technologies	<p>We use analytics services to help us analyze how you use the Abound Service, including tracking when you are using the Abound Service, how long you use the Abound Service, and your interactions with the various features. The information generated is used to improve the Abound Service and improve your experience with the Abound Service.</p>
From Third Parties	<p>We may receive personal data about you from third parties, including partners we work with in order to provide you with the Abound service. We will use this personal data either where you have provided your consent to the third party or to Ascensia to that data sharing taking place, if consent is required.</p>

3. How We Use Your Information

We process your personal data, including health-related information, to:

- provide you with the App and its services, functionalities, and any other information, products or services that you request from us;
- give you notices about your account;
- allow you to participate in interactive features of the App, when you choose to do so;
- respond to any request we may receive from you, such as requests for App or account support;
- continue to develop, test and improve the App, including to offer new functionality and features;
- better understand how you interact with the App, including its functionality and features, as well as ensure that content is presented in the most effective manner;
- support, maintain and troubleshoot, or fix any issues with the App;
- conduct data analysis, testing and research, including for statistical purposes and for publishing articles in medical and/or peer-reviewed publications and journals. When used for this purpose, your personal data will be aggregated, anonymised or de-identified/pseudonymised in a form that does not identify you individually and cannot reasonably be used to identify you; develop and implement security tools and mechanisms as part of our efforts to keep the App safe and secure;
- invite you to participate in surveys or opinion groups or other promotional and marketing activities related to the operation and your use of the App, your account or concerning our products and services, including in conjunction with selected third parties;
- where it is in accordance with your marketing preferences, to contact you in the future for our marketing purposes to inform you about our products and services we believe might be of interest to you;
- carry out our obligations and enforce our rights arising from any contracts entered into between you and us;
- notify you when App updates are available, and of changes to any products or services we offer or provide through it; and
- as necessary if we need to issue a safety notice or corrective action related to the App, our blood glucose meters or your account.

We use information that does not directly or indirectly reveal your identity in the aggregate (“Aggregate Data”) for our business purposes. Aggregated Data may be derived from your personal data, but it is not considered personal data.

Ascensia may also collect and use technical information about your devices and related software, hardware and peripherals that are internet-based or wireless to improve our products and services and to provide with you the various functionalities of the App.

We may send information to you via App notifications, reminders or alerts to inform you of new developments. You can manage push notifications in your mobile device settings.

4. Disclosure of Your Information

We may disclose Aggregated Data for development, marketing, promotional, and other purposes.

In addition, we may disclose personal data that we collect or you provide in the following ways:

- **Affiliated Entities**. We may share personally identifiable information with our subsidiaries and affiliates for the purposes described in this Privacy Policy.
- **Service Providers**. We may share your information with our service providers involved in the hosting, development, troubleshooting or fixes relating to support, testing and maintenance of the App. Ascensia Service Providers are bound by contractual obligations to keep personal data confidential and use it only for the purposes for which we disclose it to them.
- **Ascensia Partners**. We may share your information with our selected partners where you have chosen to participate in surveys, opinion groups or other marketing-related initiatives relating to your use of our products and services, including the App or your account.
- **Purchasers of our Business**. We may share your information with 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 Ascensia's assets, in which personal data held by Ascensia about our Members is among the assets transferred.

- **With Your Consent.** We may also disclose your information to other third parties with your permission.
- **Law Enforcement and Government Authorities.** We may disclose your personal data where required to respond to authorized requests from government authorities or where required by law, including for national security. Where we are required by law, we may also disclose your personal data where it is necessary to enforce or apply our EULA, this Privacy Policy or other agreements, to investigate or protect the rights, property or safety of Ascensia and our group companies, our products and services and our customers, distributors or business partners or to prevent or take action regarding illegal activities or fraud, situations involving potential threats to the safety of any person or as evidence in litigation. Your personal data may be subject to foreign laws and may be accessible by foreign governments, courts, law enforcement and regulatory agencies.

Third Party App Connections

We may offer the ability to integrate your account with third party applications such as Fitbit or Apple HealthKit, for example. If you choose to connect your Abound account to a third party application, we may share your personal data stored in your account, which may include health-related information. Your personal data will only be shared with these applications when you direct us to make the connection, but you can also revoke your consent at any time. Whenever we will share your personal data with a third party application, you will receive a notification before connecting to the third party application to let you know what personal data will be shared / accessible to a third party application prior to Ascensia sharing your personal data.

Please note that if you choose to create a connection with a third party application, the personal data that you share will be processed in accordance with, and governed by, their respective privacy policy and terms and conditions. Ascensia does not accept any responsibility or liability for these policies. Please check these policies before you connect with an external application.

5. Marketing

With your consent, we may contact you to tell you about products and services that we feel may be of interest to you or that are similar to those that you have already purchased or enquired about. In some cases, we may also ask for your consent to collect, use or share personal testimonials of satisfied customers about our products and services in addition to other endorsements. This may include posting your testimonial along with your name in Ascensia publications, presentations, brochures, newsletters/bulletins, and websites. You may opt out of receiving our marketing communications at any time by contacting customer service by visiting support@contournext.com or (888) 890-8577 or by using the unsubscribe link in any of our communications. If you agreed to provide a testimonial, you may revoke your consent at any time by contacting us at support@contournext.com

We will continue to contact you for non-marketing related purposes where we need to send you information about the Abound App, your Abound account or where we need to issue a field corrective or safety notice. We may send information to you via the Abound App notifications, reminders or alerts to inform you of new developments. You can manage push notifications in your mobile device settings.

6. Storing Your Personal Data

Personal data in your account will be stored in servers located in the United States. Ascensia will store your information for as long as we have to by law, and where there is no legal requirement, we will only store it for as long as we need it as described in this Privacy Policy.

Compliance with Local Laws

This Privacy Policy is meant to guide Ascensia with respect to personal data collected from or about you through the App. While this Privacy Policy applies to personal data generally, the local laws, rules and regulations of jurisdictions that are applicable to Ascensia, including but not limited to the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") ("Local Laws") may require standards

which are stricter than this Privacy Policy and, in such event, Ascensia will comply with applicable Local Laws to the extent applicable to Ascensia. Specific privacy policies may be adopted to address the specific privacy requirements of particular jurisdictions.

7. Data Security

Ascensia implements appropriate administrative, technical and physical safeguards to protect the confidentiality, integrity and availability of your personal data. We will use strict procedures and security features, including cryptographic techniques, and take all steps reasonably necessary to ensure your personal data is processed securely and in accordance with this Privacy Policy.

You are responsible for protecting against unauthorised access to the App and your account. The Abound App uses your mobile number to authenticate you as a Member and protect your account. Any change to your mobile phone number may affect your ability to log in. If you need to change your phone number, contact Ascensia at support@contournext.com or (888) 890-8577. Ascensia is not responsible for any lost, stolen or compromised passwords or for any access to your account from unauthorised users where caused by you. If you think your account has been compromised, please contact us as soon as you can at support@contournext.com or (888) 890-8577.

Please note that the transmission of information via the internet is not completely secure. Although Ascensia will do its best to protect your personal data, we cannot guarantee the security of your information transmitted to the App and any transmission is at your own risk. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us of the problem by contacting us in accordance with this Privacy Policy.

8. Do Not Track

We do not collect personal data about your online activities over time and across third-party websites or online services. We also do not allow third parties to collect personal data about your online activities over time and across other websites or online services when you use the App. We do not respond to browser "Do Not Track" signals.

9. Changes To This Privacy Policy

Any changes to this Privacy Policy in the future will be posted on this page and, at our discretion, provided to you by e-mail or via a push notification on the App.

10. Contact Us

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to Ascensia Diabetes Care US Inc., 5 Wood Hollow Road, Parsippany, NJ 07054 or support@contournext.com or (888) 890-8577.