

**July 1, 2024**

Welcome to the Protocall Services, Inc. Privacy Policy ("Policy"). Please read this Policy carefully because it governs how we protect your privacy. If you download, install, access, or use our websites including protocallservices.com, welltrack.com, welltrack-boost.com, welltrack-connect.com, nmcrisisline.com, and our mobile applications Welltrack Boost and NM Connect, our New Mexico Crisis and Access Line (NMCAL), New Mexico Peer to Peer Warmline or any third party (our "Services"), you will be immediately bound by this Policy.

### **Who is Covered Under this Privacy Policy?**

This Policy applies to any party who is 13 years of age or older and who downloads, installs, accesses, or uses our Services or accepts our Terms of Use ("Terms").

### **What Information is Collected, Stored, Used, or Transferred?**

We may collect, store, use, or transfer the following Personal Information we receive from you or third parties:

- personally identifiable information including but not limited to your name, physical address, email address, and telephone number.
- demographic data including but not limited to sex, gender, and birthdate;
- health information including personal medical records, statements, and admissions;
- insurance information;
- financial details from any payment cards you submit to our Services or any transactions or payments you may complete or attempt to complete in or through our Services;
- geolocation data including but not limited to your internet service provider ("ISP") and internet protocol ("IP") addresses;
- device information including but not limited to brand, type, serial number, software, and carrier;
- personal preference information including but not limited to browser type, language preference, referred sites, web beacons, and user cookies; and
- information about your access and use of our Services including but not limited to what you access and the date, time and duration of your access.

## **How Is This Information Protected?**

We will only disclose your Personal Information to provide or improve our Services, respond to your requests or feedback, protect your safety or the safety of others against risk of serious mental or physical harm, protect our rights, or comply with applicable law or any government order. We will only disclose your Personal Information in an aggregated, unidentifiable form, or if we believe it necessary to do otherwise, we will disclose only the minimum information necessary and will take commercially reasonable steps to notify you if legally permissible. We will not disclose your information for sale without your consent. We may disclose Personal Information to employees, agents, or third parties if those employees, agents, or third parties have expressly agreed in writing not to disclose your Personal Information except in accordance with this Policy.

If we merge, are acquired, or are purchased, in whole or part, for any reason, we will require any merging, acquiring, or purchasing party to agree to use commercially reasonable privacy measures to protect your Personal Information and to take commercially reasonable steps to notify you if your Personal Information becomes subject to a different party or privacy policy. However, you agree that any merging, acquiring, or purchasing party may continue to collect, store, and use your Personal Information according to this Policy.

We will only permit the transfer of your Personal Information across international borders if we can ensure the transfer conforms with standards of the European Union General Data Protection Regulation ("GDPR").

We may send you feedback requests about our Services unless you opt out. We will not disclose any Personal Information in your responses or feedback except in accordance with this Policy.

We do not offer our Services to anyone under the age of 13 ("minors"). We do not knowingly solicit or collect Personal Information from minors, and we will not knowingly host any third-party sites or provide links to any third-party sites that solicit or collect Personal Information from minors. If we learn we have received Personal Information from a minor, we will delete that information.

## **What Does This Policy Not Cover?**

This Privacy Policy does not cover the privacy practices of third parties and does not protect Personal Information collected, stored, or used by third parties. We are not responsible for third-party content available in or through our Services including links to or advertisements for any third-party products or services.

## **How Can I Access, Update, or Delete My Personal Information?**

To access, update, receive, or delete your Personal Information, you may submit a request to the contact e-mail address below. We cannot guarantee how quickly your request will be fulfilled or the extent to which your request can be fulfilled. If you request to have your Personal Information deleted, we will only retain the minimum necessary Personal Information to provide or improve our Services, respond to your requests or feedback, protect your safety or the safety of others against risk of serious mental or physical harm, protect our rights, or comply with applicable law or any government order.

Email: [info@protocallservices.com](mailto:info@protocallservices.com)

## **What happens if my Personal Information is Breached?**

If we discover that your Personal Information has been breached by an unauthorized third party, we will take commercially reasonable steps to notify you in or through our Services or by e-mail as required by law.

## **What else do I need to know?**

We may modify this Policy at any time and any modification will have immediate effect. If this Policy is modified, we will take commercially reasonable steps to notify you in or through our Services or by e-mail. If you do not agree to the modified Policy, you may not access our services.