

VedFlow Privacy Policy

Version 1.1

Effective Date: July 22, 2026

1. Scope and Our Role

This Privacy Policy applies to the VedFlow website and application, sales and onboarding interactions, contracted demonstrations and pilots, customer support, billing administration, and other VedFlow services that reference this Policy. It does not modify an executed Master Services Agreement, Statement of Work, Business Associate Agreement, or other written agreement.

VedFlow handles business-contact, website, account-administration, billing, and support information for its legitimate business operations. When VedFlow creates, receives, maintains, or transmits Protected Health Information (PHI) on behalf of a healthcare customer, VedFlow acts as that customer's Business Associate and processes the PHI as permitted by the applicable Business Associate Agreement and law. The healthcare customer remains responsible for its patient-facing privacy obligations. This Policy is not a clinic's HIPAA Notice of Privacy Practices. VedFlow does not sell PHI or use it for advertising.

2. Information We Collect

Depending on the interaction and Services used, VedFlow may collect the following categories of information:

- **Business and contact information**, such as name, email address, telephone number, organization, job title, support requests, and communications with VedFlow.
- **Account and authentication information**, such as email address, user identifier, organization and role assignment, session information, authentication events, and multi-factor authentication status. Passwords are processed through VedFlow's authentication provider, and VedFlow does not store passwords in readable form.
- **Billing and transaction information**, such as billing contact details, invoices, payment and subscription status, and identifiers associated with Stripe transactions. Payment-card information is collected and processed by Stripe; VedFlow does not directly store complete payment-card numbers or card security codes.
- **Customer-provided platform data**, such as clinic settings; staff profiles, roles, availability, and assignments; client names or identifiers; insurance plan information; authorized service-hour or supervision information; schedules; service-location and travel settings; scheduling preferences or restrictions; support needs; absences; and session notes. This information may constitute PHI when it relates to an identifiable individual.

- **Technical, security, and operational information**, which may include device and browser information, IP address, session identifiers, authentication and security events, selected administrative, billing, access, and application-state audit events, and diagnostic or error information generated by the Services or provided during support.

Healthcare customers determine what Customer Data is entered into VedFlow and should provide only information they are authorized to disclose and that is reasonably necessary for the Services.

3. Sources of Information

VedFlow receives information:

- Directly from website visitors, customer representatives, and authorized users during inquiries, onboarding, account administration, billing, and support.
- From healthcare customers and their authorized users when they enter or manage Customer Data in the platform.
- Automatically from browsers, devices, authentication systems, and service infrastructure when the website or platform is used.
- From service providers supporting authentication, payments, contract execution, communications, and related business operations.

4. How We Use Information

VedFlow uses information to:

- Provide, operate, maintain, and support the website and Services, including requested scheduling and administrative functions.
- Create and administer accounts, authenticate users, and enforce organization- and role-based access.
- Respond to inquiries and communicate about onboarding, support, billing, security, contractual, and service-administration matters.
- Process billing and maintain transaction and business records.
- Protect the Services, investigate suspected misuse or security incidents, troubleshoot errors, and maintain appropriate audit records.
- Comply with applicable law and fulfill contractual obligations.

5. How We Share Information

VedFlow does not sell personal information or PHI. Information may be disclosed only as reasonably necessary:

- To authorized users and administrators within the applicable customer, clinic, franchisee, franchisor, or other organizational account structure, according to assigned permissions and applicable agreements.

- To the service providers and subprocessors described in this Policy.
- To professional advisors subject to appropriate confidentiality obligations.
- To comply with law, legal process, or regulatory requirements, or to protect the rights, safety, and security of VedFlow, its customers, users, or others.
- In connection with a proposed or completed merger, financing, acquisition, reorganization, or sale of assets, subject to applicable legal and contractual protections.

6. Service Providers and Subprocessors

VedFlow may share information with service providers that support hosting, authentication, database and file storage, communications, contract execution, billing and payment processing, security, and customer support. These providers receive information only as reasonably necessary for their services.

VedFlow does not authorize a provider to create, receive, maintain, or transmit PHI unless that provider is permitted under the applicable customer agreement and appropriate written safeguards, including a Business Associate Agreement where required, are in place. Providers not approved to handle PHI are not intended to receive PHI.

7. Cookies and Similar Technologies

VedFlow uses browser local storage, session storage, and similar technologies necessary to operate the website and platform, maintain authenticated sessions, support session security, and remember user preferences. VedFlow does not currently use advertising cookies or product-analytics tracking tools.

Hosting, authentication, font, and script providers may receive standard request information, such as IP address, browser information, and the requested resource. Blocking or clearing necessary browser storage may prevent certain features from functioning correctly.

8. Data Retention

VedFlow retains personal information only for as long as reasonably necessary for the purposes described in this Policy and to meet contractual, legal, security, dispute-resolution, and recordkeeping obligations. Customer Data and PHI are retained, returned, or destroyed as required by the applicable executed agreements and law.

If immediate deletion from a protected backup is not reasonably feasible, the information will remain protected, will not be used for other purposes, and will be removed in accordance with the applicable backup lifecycle and contractual requirements.

9. Security

VedFlow uses administrative, technical, and organizational safeguards designed to protect personal information and PHI. These safeguards include organization- and role-based access controls, authentication and multi-factor security controls for protected workflows, encryption in transit, selected

security and administrative audit records, infrastructure-provider protections, and controlled software change practices. No method of storage or transmission can be guaranteed to be completely secure.

10. Your Privacy Rights

Depending on applicable law and your relationship with VedFlow, you may have rights to confirm whether VedFlow processes personal information about you and to request access, correction, deletion, or a portable copy. Where applicable, you may also have a right to appeal a decision concerning a request. Requests may be sent to support@vedflow.net, and VedFlow may take reasonable steps to verify the requester's identity and authority.

VedFlow does not sell personal information or use it for targeted advertising or qualifying profiling. VedFlow will recognize browser-based privacy signals where required by applicable law.

Requests concerning PHI maintained on behalf of a healthcare customer should generally be directed to that customer. When required by an applicable Business Associate Agreement or law, VedFlow will assist the healthcare customer in responding.

11. Information About Children

The VedFlow website and platform are intended for use by organizations and their authorized workforce members, not by children as account users. Healthcare customers may submit information about minor clients as Customer Data or PHI. VedFlow processes that information on behalf of the healthcare customer under the applicable agreement and does not use it for advertising.

12. United States Operations

VedFlow is based in the United States, and the Services are currently intended for United States business customers. Information may be processed in the United States and in other locations where VedFlow's service providers operate, subject to applicable agreements and law.

13. Changes to This Privacy Policy

VedFlow may update this Privacy Policy to reflect changes in its services, data practices, legal obligations, or security practices. VedFlow will post the revised Policy with a new effective date and provide additional notice when required by applicable law or an executed agreement. An updated Privacy Policy does not modify an executed agreement.

14. Contact Us

Questions or privacy requests may be sent to VedFlow LLC at support@vedflow.net.