

# PRO Club Privacy Policy

At PRO ("PRO", "PRO Club", "PRO Medical", "we" and "us"), your right to privacy is a primary concern. This privacy policy explains how we protect the information you provide during your use of 20/20 Lifestyles, PRO Club Medical Services, Counseling Services and all other Sites owned by PRO Club (the "Sites"). The services provided by Practitioners (the "Services") are rendered to you via the Sites by practitioners ("Practitioners") that we authorized to use the Sites.

**PRO**  
C L U B

**PRO**  
MEDICAL

**BELLEVUE**  
4455 148th Avenue NE  
Bellevue, WA 98007  
P: (425) 861-6255  
F: (425) 861-6245

**SEATTLE**  
501 Eastlake Avenue East  
2nd Floor  
Seattle, WA 98109  
P: (206) 292-3826  
F: (206) 343-4340

**WILLOWS ROAD**  
9911 Willows Road, #100  
Redmond, WA 98052  
P: (425) 869-4750  
F: (425) 869-4751

## INFORMATION COLLECTED ABOUT YOU

There are several areas on our Sites where we request information from you. We ask for this information so that we can enhance your visit to our Sites, to fulfill your requests, facilitate the Practitioners provision of the Services to you, ensure proper functioning of our Sites and technology, or to follow up with you after your visit. Your personal information is used only for the purposes for which you provide it. We take reasonable steps to ensure that information that we receive from you is reliable for its intended use, accurate, complete and current, including providing mechanisms by which you can amend or update your information.

## INFORMATION COLLECTED BY PRO CLUB

During the registration process you may be asked to enter personal information, including name, address, phone number, and email address, and certain basic health-related information on our Sites. The information on the registration form will be shared with your Practitioner and retained by us for our records. This information will only be used in connection with providing the Services.

If you are a parents/guardian of a child 13 and under ("Parent") who receive the Services, you are required to provide consent for disclosure of personal information by their child by signing and submitting a consent form to PRO Club, prior to your child's disclosure of any personal information. Parents will be emailed this form when they sign-up for a consultation on the Sites for their child. Please note: If there is not a consent form on file with us, your child will not receive the Services.

## INFORMATION COLLECTED BY PRACTITIONERS

During the provision of the Services, Practitioners may collect additional personal and health information from you or your child ("Practitioner Information"). Any Practitioner Information you share with the Practitioner is between you and the Practitioner. Parents: use of the Services may require you or your child to participate in videoconference or audio sessions with Practitioners where the voice and image of the person receiving the Services will be heard and seen by Practitioner. These sessions will not be recorded by Practitioners or stored on PRO Club servers. Persons receiving the Services may also be asked to upload certain documents or images on to the Sites for review by your Practitioners. Information may also be exchanged with a Practitioner using an encrypted private messaging system or through participation in the real-time chat sessions, where text will be exchanged between the Practitioners and the recipient of the Services. Parents who desire access to information uploaded by their child may submit a request to PRO Club using the contact information provided in this Privacy Policy. PRO is not responsible for the security, integrity or maintenance of such Practitioner Information. PRO CLUB ASSUMES NO RESPONSIBILITY FOR THE INFORMATION PROVIDED BY YOU TO A PRACTITIONER (INCLUDING PERSONAL INFORMATION AND HEALTH INFORMATION) IN CONNECTION WITH THE PROVISION OF THE SERVICES ON THIS SITES. WHEN YOU SUBMIT PRACTITIONER INFORMATION IN CONNECTION WITH THE SERVICES, YOU DO SO AT YOUR OWN RISK. YOUR PRACTITIONER IS RESPONSIBLE FOR THE SECURITY OF ANY INFORMATION YOU PROVIDED TO HIM/HER.

## **LOGON CREDENTIALS**

In some cases, you may be able to use the Sites without sharing any information about yourself. However, to utilize the Services you are required to use your Logon Credentials. It is your responsibility to protect your Logon Credentials. If you believe they have been compromised, contact us immediately using the contact information provided in this Privacy Policy.

## **SERVER INFORMATION**

When you use the Sites, our servers may automatically record information that your browser sends. This may include information such as your web request, Internet Protocol address, browser type, the date and time of your request and one or more cookies that may uniquely identify your browser. We may use this information to analyze Sites usage, to access which ISP providers are sending people to our site, to make web design decisions, and to know who is using our site.

## **COOKIES**

You may have access to restricted or password-protected areas of the Sites. If you do, we may use cookies. "Cookies" are small text files that are either used for the duration of a session ('session cookies'), or saved on a user's hard drive in order to identify that user the next time he/she logs on to the website ('persistent cookies'). We may use session cookies to identify registered users logging in to the restricted areas of the Sites. These cookies are deleted from our server soon after the session ends and are not collected or saved. We may also use persistent cookies when you click on the "Remember me" check box on login. Most web browsers automatically accept cookies, but you can usually change your browser to prevent that, although if you do disable cookies from your browser you will not be able to use the Services.

## **CONTACT US**

When you elect to send an email or other communication through the "Contact Us" section of the Sites we may retain those communications (including your name, email address, and any other information you provide) in order to respond to an inquiry, respond to a request or improve our Services.

## **USE OF INFORMATION**

The Information you provide to us will be kept confidential and used only by us while facilitating delivery of the Services. We require that these parties agree to process such information based on our instructions and in compliance with all relevant laws regarding protection and use of your personal information and any other appropriate confidentiality and security measures. It will not be passed to third parties for their marketing purposes. We may also share aggregated customer information such as statistics about our customers, sales, traffic patterns and related Sites information, with our business partners and other reputable vendors, but such aggregated information will not contain any personally identifying information of any users of the Sites. We may disclose or access your account information when we believe in good faith that the law requires it.

## **YOUR RIGHT TO CHOOSE**

Any information that PRO Club collects from you on the Sites is information that you specifically and voluntarily provide. You may choose not to provide any or all of the information that is requested on the Sites. By so choosing, however, you may limit your ability to receive some or all of the Services generally offered to users of the Sites. In the event that you no longer want us to process or utilize your information, please contact us directly and inform us of this choice.

## **ACCESS TO YOUR INFORMATION**

Upon request, we will take reasonable efforts to provide you with access to your information to review it for accuracy and make any modifications that you deem appropriate. Parents may review their children's information, have it deleted from PRO Club's records (as permitted under applicable law) or Practitioner's records or refuse to allow future collection of their child's information at any time. Refusal to allow future collection of your child's information will prevent your child from continuing to receive the Services. You may contact us directly to request to review, that we amend or delete your information or your child's information, as permitted under applicable law.

**THE SECURITY OF YOUR INFORMATION**

We strive to protect the privacy of the information that you share with us. We have undertaken reasonable efforts to implement security measures designed to protect all data we collect against unauthorized access. We utilize the industry standard security measures available through your browser, so that it is unlikely that your information can be read as it travels over the Internet. These measures may include encrypting the Services and other areas of the Sites where we collect personal information from you, conducting internal reviews of our data collection, storage and processing practices and security measures, as well as using physical security measures to guard against unauthorized access to our systems. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, although we strive to protect your information, we cannot ensure or warrant the security of the information that you submit to us via the Sites and you do so at your own risk. We comply with relevant laws regarding protection of personal, health, and financial information to the extent such laws apply to us.

**CHANGES TO THIS PRIVACY POLICY**

By using the Sites, you consent to the collection and use of your information by us in accordance with this Privacy Policy. If we update or modify this Privacy Policy, we will post the changes on this page so that you will always have the ability to know what information we collect, how we use the information, and under what circumstances we deliver the information. Your continued use of the Sites after any such changes constitutes your acceptance of the new terms.

**YOUR QUESTIONS AND COMMENTS**

If you have any questions about this privacy policy, please contact us directly.

I understand that if the person or entity receiving this information is not required to protect my health information, they may disclose my protected health information without my authorization.

I understand that I may revoke this authorization at any time by notifying \_\_\_\_\_ in writing. This authorization expires on: \_\_\_\_ / \_\_\_\_ / \_\_\_\_.

\_\_\_\_\_  
Patient or Personal Representative Signature/ Relationship      \_\_\_\_/\_\_\_\_/\_\_\_\_  
Month    Day    Year

\_\_\_\_\_  
PRO Club Representative      \_\_\_\_/\_\_\_\_/\_\_\_\_  
Month    Day    Year