

**10BRIDGE, LLC
PRIVACY POLICY**

Date of last revision (the “Effective Date”): September 28, 2026

Maintaining your privacy is of paramount concern to 10Bridge, LLC and its affiliates (collectively, “10Bridge”, the “Company”, “we” or “us”), and if you are reviewing this Privacy Policy, then you likely have an understanding of our Company. 10Bridge is a cloud-based interoperability platform that enables healthcare organizations to connect their electronic health record (“EHR”) systems to various vendors with whom they may partner. The goal of our business is to make the exchange of data more efficient, thereby benefitting all parties involved in the process.

While our model primarily involves working with businesses, we do transfer and host data on their behalf. However, our transfer and hosting is on a temporary basis, and we ultimately do not have authority over the decisions as to how any data is used. In other words, 10Bridge is a “data processor” or a “service provider” as those terms are referred to under certain privacy laws.

Because of that designation, if you are looking for information regarding how we use data in the “data processor” or “service provider” role, we would recommend that you reach out directly to our customers. If you do not know which customers you are looking to reach, we may be able to assist.

For clarity, to the extent that 10Bridge creates, receives, maintains, or transmits protected health information (“PHI”) on behalf of a covered entity or another business associate in connection with our Services, we do so solely in our capacity as a “business associate,” as that term is defined under the Health Insurance Portability and Accountability Act of 1996, as amended, and its implementing regulations (“HIPAA”). Our use and disclosure of PHI is governed exclusively by the business associate agreement between 10Bridge and the applicable covered entity or business associate customer, and not by this Privacy Policy. If you have questions regarding the use or disclosure of your PHI, please contact the applicable covered entity (for example, your healthcare provider or health plan) directly, as 10Bridge does not control, and is not the appropriate party to respond to, such requests.

On the other hand, if 10Bridge possesses your data outside of our relationships as a service provider with our customers, then this Privacy Policy is the one for you. While we do not know whether your interaction came from a simple website search, a reference from a previous or current customer, or purely an interest in technology and software development, we do ask that you please read this Privacy Policy – and please read it carefully – as it details how 10Bridge processes and uses personal information in connection with your use of our products and services, including our website (collectively, the “Services”).

Additionally, this Privacy Policy also includes detail about your rights regarding the personal information we do collect, including if you happen to be a resident of California or other certain states, or if you happen to be located in the EU or UK.

For any questions on this Privacy Policy or our data transfer and processing practices, you can contact us via email at privacy@10Bridge.io or by mail at the following address:

10Bridge, LLC
Attn: Legal Department
121 Greenway Boulevard
Carrollton, Georgia 30117 USA

TYPES OF INFORMATION COLLECTED

In connection with the offering of our Services, we collect information that helps us contact you, to provide our Services to you, and generally to carry out our business purposes for you, all of which is further detailed below.

We will collect both Personal Information and non-personal information and/or data. “Personal Information” includes any information or data that identifies you as an individual or relates to an identifiable individual, for example: your name, postal address, telephone number, email address, credit card information, geolocation, certain device information (such as a serial number), and IP address. If you submit any Personal Information relating to other people to us or to our service providers in connection with our Services, you represent and warrant that you have the authority to do so and to permit us to use the information in accordance with this Privacy Policy.

When you desire to connect with our Services, register for an account, inquire about employment, sign up for a mailing list, create content, complete any form available online, contact us (even through social media) or otherwise interact with 10Bridge, we may collect a variety of Personal Information. What information we actually collect depends on how you use and interact with our Services or your relationship with us, but most of the time it generally fits within at least one of the following categories:

- **Identifiers.** We collect information that identifies you, like your name, email address, address, phone numbers, or IP address.
- **Customer Records.** For customers of 10Bridge, we collect and maintain your Personal Information in our customer records, including payment card information and other information that are not direct identifiers but can be associated with or relates to you.
- **Commercial Information.** If you have a business relationship with us, we may collect information about your purchases or quote, subscriptions, payment history, and any services in which you may have shown interest.
- **Protected Class and Demographic Information.** Should you apply for employment with us, we may collect information about your age, gender, or other demographics or protected classifications.
- **Electronic Network Activity Information (Including Internet).** When you use our online Services, we may collect information about your interaction with our Services, for example your browsing history, search history, or device and browser information.
- **Geolocation.** When you connect with our Services using a device, we may collect the geolocation of your device; however, we do not collect your precise geolocation information.
- **Professional or Employment-Related Information.** If you apply for employment with us or use our Services through your employer, we may collect information about your current employment and your employment history, such as your job title, employer, business contact details and reference information.
- **Education Information.** If you apply for employment with us, we may collect information about your education history, including schools you have attended or certifications you have achieved.

In certain case, we may also collect information that is considered sensitive, including the following:

- Account log-in, financial account, debit or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.

HOW WE COLLECT INFORMATION

In addition to collecting information directly from you, we may receive Personal Information about you from other individuals, from businesses or third parties acting at your direction, from our partners who work with us to provide our Services, and from other lawful sources.

We collect and use Personal Information when you voluntarily provide it to us, with the exception of your IP address and other user data that may be automatically captured when you access our Services. In order to use some portions of our Services, a user must first complete a registration form or provide an email address that

will require disclosure of Personal Information. In addition, and in order to contact us by email, you must provide an email address.

Additionally, we automatically collect and aggregate certain Personal Information generated from your use of our Services, such as a unique identifier (unconnected to your account login information or IP address), and related analytics and usage information that we use to track usage of our Service, track trends in our data and Services, administer the Services, and improve our users' experiences. When we aggregate such Personal Information, we do not combine these types of Personal Information with other non-aggregated Personal Information. If we do combine these two, we treat the data as Personal Information.

You may direct other individuals or third parties to share data with 10Bridge. For example, you may direct your references to share information with us to supplement your job application. We may also collect data about you from other individuals – for example, if another user (such as an administrator, security officer or an authorized person) creates an account on your behalf, or if we collect information from industry partners that run conferences that 10Bridge elects to attend.

We do use cookies and data collection technologies developed by third parties to collect information about your use of our Services.

For research and development purposes, we may use datasets that could be associated with an identifiable person. When acquiring such datasets, we do so in accordance with applicable law, including law in the jurisdiction in which the dataset is hosted. When using such datasets for research and development, we do not attempt to reidentify individuals who may appear therein.

HOW WE PROCESS PERSONAL INFORMATION

We process the Personal Information described above for a variety of business and commercial purposes, including to power and improve our Services, to communicate with you, for security and fraud prevention, and to comply with law. We may also use your Personal Information for other purposes with your consent, all of which is further described below.

- **Power and Improve Our Services.** We collect Personal Information necessary to power our Services, which may include Personal Information collected to improve our Services, for internal purposes such as auditing or data analysis, or for troubleshooting.
- **Process Your Transaction and Requests.** To process transactions and requests, we collect data necessary for each transaction or request. For example, when you sign up for a developer account, we will collect and use your Personal Information to administer your account and grant you access to our Services.
- **Communicate with You.** We collect and use your Personal Information to respond to communications, reach out to you about your transactions or account, market our Services, provide other relevant information, or request information or feedback. From time to time, we may use your Personal Information to send notices, such as communications about purchases and changes to our terms, conditions, and policies.
- **Personalize our Services.** If you choose to personalize your Services or communications where such options are available, we will use Personal Information to offer you those personalized Services or communications.
- **Evaluate your Application.** We collect information to process applications you submit, such as employment applications and developer applications.
- **Security and Fraud Prevention.** To protect individuals, employees and 10Bridge, and for loss and prevention of fraud, including to protect individuals, employees and 10Bridge for the benefit of all our users.
- **Comply with Law.** To comply with applicable law. For example, to satisfy tax or reporting obligations, or to comply with a lawful governmental request.

- **Develop and Improve AI-Enabled Features.** Our Services include artificial intelligence-enabled tools and automated agents (“AI Agents”) that extract, interpret, validate, and route data within our platform. Where technically and legally feasible, we use aggregated or de-identified data to develop, train, test, and improve our AI Agents and related Services. We do not use protected health information to train or improve our AI Agents except as expressly permitted under, and consistent with, the applicable business associate agreement with our customer and in compliance with HIPAA.

DISCLOSURE OF PERSONAL INFORMATION

We may disclose Personal Information described above with service providers who act on our behalf, account owners and administrators, our partners, to third parties at your direction, or to others pursuant to legal or internal business purposes. 10Bridge does not disclose your Personal Information with third parties for those third parties’ own marketing purposes, nor do we sell your Personal Information.

- **Service Providers.** We share your Personal Information with service providers. These companies may have access to your Personal Information to the extent reasonably necessary to perform their respective functions.
- **Account Owners and Administrators.** Your 10Bridge account owner or administrator may be able to access information in and about your 10Bridge account; disclose, restrict, or access information that you have provided or that is made available to you when using your 10Bridge account, including your content; and control how your 10Bridge account may be accessed or deleted.
- **Legal Purposes.** We may disclose your Personal Information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- **Enforce Agreements and Protect Rights.** We may disclose your Personal Information to enforce or apply other agreements we have with you. We may also disclose your information if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of 10Bridge, our users, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- **With Consent.** We may disclose information to third parties where we have received your consent to do so.

BUSINESS TRANSFERS

Information that 10Bridge collects from our customers and clients, including Personal Information, is a business asset. If we engage in a merger, acquisition, bankruptcy, dissolution, reorganization, sale of some or all of the our assets or equity, financing, public offering of securities, acquisition of all or a portion of our business, a similar transaction or proceeding, or steps in contemplation of such activities (e.g., due diligence), some or all of our assets, including your Personal Information, may be disclosed, shared or transferred to a third party acquirer in connection with the transaction. You acknowledge that such transfers may occur, and that any acquirer of 10Bridge or some or all of its assets may continue to use your Personal Information as set forth in this Privacy Policy.

COOKIES AND OTHER TRACKING TECHNOLOGIES

Our Services may use “cookies” and other technologies such as web beacons. These technologies help us to better understand user behavior (including for security and fraud prevention purposes), tell us which parts of our website individuals have visited, and facilitate and measure the effectiveness of advertisements and web searches.

SECURITY OF PERSONAL INFORMATION

10Bridge has taken appropriate technical and organizational measures to ensure that Personal Information we collect and process is secure. 10Bridge maintains SOC 2 certification, reflecting an independent, third-party audit of the design and operating effectiveness of our security controls. We take steps to secure Personal Information through administrative, technical, and physical safeguards designed to protect against the risk of accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. These measures vary based on the sensitivity of the Personal Information we collect, process and store and the current state of technology – for example, we have limited the number of people who have access to Personal Information, by electronic security systems and password protections. As a reminder, if 10Bridge provides links to third-party websites, these websites may not have the same privacy policies as the Company. We are not responsible for their content or privacy policies. We urge users to read the privacy statement of a third-party website when leaving our website.

We always use industry-standard technologies when transferring and receiving Personal Information exchanged with our Services. We have appropriate security measures in place in our physical facilities to protect against the loss, misuse or alteration of Personal Information that we have collected from you under this Privacy Policy.

We also take measures to ensure service providers that process Personal Information on our behalf also have appropriate security controls in place. A current list of the categories of sub-processors and service providers we use to support the Services, and the purposes for which we use them, is available upon request by contacting privacy@10Bridge.io. Unfortunately, we cannot guarantee the security of information transmitted through the Internet, and where we have given you (or where you have chosen) a password, you are responsible for keeping this password confidential. Similarly, if you provision an API Key, you are responsible for keeping this API Key confidential. You should store your API Key Account SID in a secure location.

When we disclose Personal Information as permitted under this Privacy Policy, we enter into a contract that describes the purpose and requires the recipient to keep that Personal Information confidential and use only for performance of the contract, and not for any other purpose.

It is important to us that the Personal Information we collect is appropriate and relevant to the purposes for which we intend to use it. 10Bridge will take reasonable steps to ensure that Personal Information collected is relevant to its intended use. We understand that you may not want to let us use your Personal Information for purposes that you believe may be incompatible with the purpose for which it originally was collected; therefore, we will use Personal Information only in ways that are compatible with the purposes for which it was collected.

Should the Company subsequently desire to use Personal Information for purposes other than the purpose for which it originally was collected, 10Bridge will contact the person providing the information and/or data for active opt-in authorization prior to such use.

PAYMENT INFORMATION

If you are purchasing a product or service, or using a paid account, we collect your payment information. If applicable, this information is only shared with the party that is processing credit card payments for us, and we do not store this information.

COLLECTION AND USE OF DATA FROM CHILDREN

Our Services are not intended for anyone under 18 years of age. Additionally, no one under age 18 may use the content or Services, register as an account holder on, or client or customer for, the Services, or provide any Personal Information to the Services. We do not knowingly collect Personal Information from children under 18 years of age. If you are under 18, please do not use or provide any information or data to the Services or on or through any of our websites. If we learn we have inadvertently collected or received Personal Information from

a child under 18 years of age, it will be promptly removed from our care, custody, and control. If you believe we might have any information from or about a child under 18 years of age, please contact us via email at privacy@10Bridge.io.

HOW LONG WE RETAIN PERSONAL INFORMATION

We will retain each category of your Personal Information for as long as necessary to fulfill the purposes described in this Privacy Policy, unless required to do otherwise by applicable laws. Criteria we will use to determine how long we will retain your information include whether we need your information to provide you with products or services you have requested; we continue to have a relationship with you; you have requested information, products, or services from us; we have a legal right or obligation to continue to retain your information; we have an obligation to a third party that involves your information; our retention or recordkeeping policies and obligations dictate that we retain your information; we have an interest in providing you with information about our products or services; and we have another business purpose for retaining your information.

Users, account holders and customers of the Services may request deletion of their Personal Information at any time by contacting us using the information listed above. 10Bridge is not liable for any data that is altered, lost or damaged at the hands of the user, customers or clients, or third parties (third parties include, but are not limited to, hosting, backup, and data storage companies). We will make a good faith effort to try to restore or recover missing or damaged data, but we cannot guarantee recovery.

YOUR RIGHTS AND CHOICES

We strive to provide you with choices regarding the Personal Information we maintain about you. Depending on your country of residency, you may have legal rights with respect to your Personal Information which are discussed further below in this Privacy Policy. As such, if you would like to manage, change, limit or delete your Personal Information, you can do so by contacting us using the information provided above. We will respond to your request within a reasonable timeframe.

When you provide us with Personal Information, you may be given the opportunity to receive recurring information/promotional emails and offers from 10Bridge and/or third parties. You can always object or opt out by using the unsubscribe link in such marketing communications or by contacting the Company using the above contact information.

Additional rights with respect to your Personal Information are as follows:

- **Correcting your Information.** You may contact us to correct any Personal Information you provide to us by accessing the account settings page on our website or within our platform. You may also send us an email at privacy@10Bridge.io with your request. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be inaccurate.
- **Setting Cookie Preferences.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- **Promotional Offers from 10Bridge.** If you do not wish to have your contact information used by us to promote our own Services, you can opt-out by sending us an email stating your request to privacy@10Bridge.io or clicking “unsubscribe” on the email you received. If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt-out does not apply to transactional or relationship messages we may send regarding your use of our Services.
- **Targeted Advertising.** If you do not want us to use information that we collect or that you provide to us to deliver advertisements according to our advertisers’ target-audience preferences, you can submit your preference via any cookie banner or preference center we offer, or otherwise opt-out

by contacting us at privacy@10Bridge.io. In order for this opt-out to function properly, you must have your browser set to accept all cookies.

NOTICE TO RESIDENTS OF THE U.S. AND CANADA

You may access Personal Information held by us about you, as well as information about how we are using your data, and you can request that we rectify any inaccurate Personal Information held by us about you or withdraw consent by contacting the Company at privacy@10Bridge.io.

Various state and federal laws allow you to opt-out of the sale of certain types of Personal Information. Subject to certain exceptions, those laws typically define “sale” to mean the exchange of certain types of Personal Information for consideration. We do not currently sell Personal Information as defined in those laws. However, you still may submit a verified request to opt-out of sales and we will record your instructions and incorporate them in the future if our policy changes. Opt-out requests, along with any other privacy-related requests, such as requests to modify or delete your Personal Information, consistent with requirements of applicable law, may be sent to: privacy@10Bridge.io.

CALIFORNIA SHINE THE LIGHT LAW

We do not disclose Personal Information obtained through our Services to third parties for their direct marketing purposes. As such, we have no obligations under California Civil Code 1798.83

ADDITIONAL RIGHTS FOR RESIDENTS OF CERTAIN STATES

Depending on where you are a resident, you may have the following additional rights:

- **Right to Know.** You may have the right to confirm whether or not we process your Personal Information, to learn what Personal Information we collect, use, disclose, and sell, and to access such data
- **Right to Correct.** You may have the right to correct inaccuracies in your Personal Information
- **Right to Delete.** You may have the right to delete your Personal Information that we have obtained.
- **Right to Data Portability.** You may have the right to receive a copy of your Personal Information in a portable and readily usable format.
- **Right to Opt-Out of Processing.** You may have the right to opt out of the processing of your Personal Information for purposes of targeted advertising, the sale of your information, or profiling in furtherance of decisions that produce legal or similarly significant effect concerning you.

To exercise any of the above rights, please contact us at privacy@10Bridge.io. We may need to take steps to verify your identity prior to responding to your request.

NOTICE TO USERS OUTSIDE THE UNITED STATES

Please be aware that we are headquartered in the United States. The Services are governed by United States law. If you are using any of our products or Services from outside of the United States, your information may be transferred to, stored, and processed in the United States where our servers may be located. The United States might not offer the same level of privacy protection as the country where you reside or are a citizen. BY USING THE SERVICES, COMMUNICATING WITH US VIA MAIL, EMAIL OR TELEPHONE, OR OTHERWISE PROVIDING INFORMATION TO US, YOU CONSENT TO THE TRANSFER TO, AND PROCESSING OF, YOUR INFORMATION IN THE UNITED STATES.

If you are located outside of the United States and we receive your Personal Information in the context of our role as a service provider or data processor, we follow the instructions of our business customer (aka the controller of your data) with respect to the safeguards we put in place to protect your Personal Information.

NOTICE TO EU AND UK RESIDENTS

Residents of the European Economic Area (“EEA”) and the United Kingdom (“UK”) may be entitled to rights under the General Data Protection Regulation and similar data protection laws (the “GDPR”). If you qualify, these rights are summarized below.

Where we transfer Personal Information originating from the EEA, UK, or Switzerland to the United States or another jurisdiction that has not been recognized as providing an adequate level of data protection, we rely on appropriate safeguards recognized under applicable data protection law, such as the European Commission’s Standard Contractual Clauses and, where applicable, the UK International Data Transfer Addendum, to lawfully transfer such Personal Information.

If you are located in the EEA or UK, we collect and process your Personal Information on the following legal bases:

- **With your Consent.** We may rely on your consent when, for example, we need to collect it for marketing purposes. If our processing is based on your consent, you may withdraw your consent for such processing at any time.
- **Pursuant to a Contract.** We may be required to process your Personal Information pursuant to a contract we have with you. For example, if you register as a developer on our Services, we may collect and use your Personal Information pursuant to an end user license agreement or other similar contract you agree to as a condition of accessing the Services.
- **On the Basis of our Legitimate Interests.** Our legitimate interests may include improving our services and technology; detecting, investigating, and preventing fraud and other illegal activities; protecting the integrity and safety of our technology and services; protecting our legal rights and those of others; enforcing our terms and policies that apply to the use of our Services; and pursuant or defending legal claims or for other use in legal proceedings.
- **On the Basis of a Legal Obligation.** We may process your Personal Information because we have a legal obligation to do so – for example, to retain records and respond to lawful governmental requests.

Further, we may process your Personal Information in our role as a data processor, meaning that we receive and follow instructions from our customers (the data controller) for how we are to process data.

When we, 10Bridge, are the data controller of your Personal Information and your Personal Information is regulated by the GDPR or the UK Data Protection Regulation, you may email us at privacy@10Bridge.io to exercise any of the following rights with respect to your Personal Information that we collect and store:

- the right to withdraw consent to data processing at any time;
- the right of access to your Personal Information;
- the right to request a copy of your Personal Information;
- the right to correct any inaccuracies in your Personal Information;
- the right to erase your Personal Information;
- the right to data portability, meaning to request a transfer of your Personal Information from us to any other person or entity as chosen by you;
- the right to request restriction of the processing of your Personal Information; and
- the right to object to processing of your Personal Information.

You may exercise these rights free of charge. These rights will be exercisable subject to limitations as provided for by the GDPR. Any requests to exercise the above-listed rights may be made to privacy@10Bridge.io. If you are an EEA resident, you have the right to lodge a complaint with a Data Protection Authority about how we process your Personal Data at the following website: https://edpb.europa.eu/about-edpb/board/members_en.

10Bridge endeavors to comply with GDPR including, but not limited to, (a) protecting your right to have Personal Information collected only after you have specifically taken action to approve the collection of your Personal Information, (b) the right to easily access a mechanism to withdrawal that approval and have your Personal Information promptly removed from our proprietary internal database, (c) using industry standard best practices to maintain care, custody, and control over the Personal Information we collect, and (d) reporting as prescribed by GDPR any breach of Personal Information within 72 hours of our discovery of such breach. 10Bridge believes the nature and scope of the Personal Information it collects does not require the designation of a GDPR Data Protection Officer. The Company processes Personal Information only on a lawful basis.

DO-NOT-TRACK SIGNALS

Web browsers and other technologies you may use to access our website may include a Do-Not-Track (“DNT”) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online.

THIRD PARTY WEBSITES AND CONTENT

Our Services may contain links or references to other websites outside of our control. Please be aware that this Privacy Policy does not apply to these websites. We encourage you to read the privacy policies and terms and conditions of linked or referenced websites you enter. WE DO NOT CONTROL AND ARE NOT RESPONSIBLE FOR WHAT THIRD PARTIES DO IN CONNECTION WITH THEIR WEBSITES, OR HOW THEY HANDLE YOUR PERSONAL INFORMATION. PLEASE EXERCISE CAUTION AND CONSULT THE PRIVACY POLICIES POSTED ON EACH THIRD-PARTY WEBSITE FOR FURTHER INFORMATION.

THIS PRIVACY POLICY MAY CHANGE

As we grow and offer new products or services, we will continually evaluate this Privacy Policy to ensure that your privacy is maintained and to protect your personally-identifiable information. We reserve the right to update this Privacy Policy at any time without prior notice. Revised policies will be posted on the Company’s website, and we will revise the “Effective Date” date at the top of this Privacy Policy. If we make material changes to how we treat your Personal Information, we may provide additional notice, such as by posting a notice on our website homepage, account portal sign-in page, or via the email address we have on file for you.

Your continued use of the Services is an acknowledgement and consent to any terms contained in this Privacy Policy, current at the time of use. You may withdraw your consent by discontinuing use of the Services immediately and contacting us to have your account deleted. You are responsible for periodically visiting our website and this Privacy Policy to check for any changes and for the latest information on our privacy practices.

CONTACT INFORMATION

To ask questions or comment about this Privacy Policy and our privacy practices, please contact us at privacy@10Bridge.io.