



Your VA Claim Experts
(<https://avonimedical.com/>)



Avoni Medical's Website Privacy Notice

Avoni Medical, LLC ('Avoni Medical', "we," "us," or "our") recognizes the importance of protecting the privacy of your personal information. This privacy notice ("Privacy Notice") governs the collection of your personal information received through our website ("Site"), <https://reemedical.com/>. Please read this Privacy Notice carefully, as it explains what personal information we process, how we use it, who we share it with, and your rights with respect to your personal information.

Please read this Privacy Notice carefully to understand our practices regarding our use of your personal information. By accessing our Site, you agree to this Privacy Notice. If you do not agree with this Privacy Notice, do not use our Site. This Privacy Notice may be updated, which will be reflected in the "Last Updated" date at the end of this Privacy Notice. You may have additional privacy rights that apply to this Privacy Notice depending on your US state of residence. For more information regarding these laws, please review the "U.S. State Privacy Rights" section below.

Personal Information We Collect

Directly Provided

We collect personal information that you provide us directly, including when you contact us using the "Contact Us" form on our Site, send us an email, or enter a search query on the Site. When you interact with our websites (benefits.avonimedical.com

[\(https://benefits.avonimedical.com/\)](https://benefits.avonimedical.com/) and reemedical.com (<https://avonimedical.com/>), we may collect the information you provide directly, including your VA service connection status (e.g., "I am service-connected and looking to increase my rating" or "I am looking to get service-connected for the first time"), your current and desired VA disability ratings, and whether you have dependents.

We may also collect your contact details, such as your first and last name, email address, phone number, and zip code. On specific pages, such as our contact form, we may gather the reason for your inquiry, and through our initial claims and referral forms, we may collect details about your claim status, whether you are filing an initial claim or reevaluating a current one, and whether you are seeking service connection for new disabilities. This information enables us to provide tailored services and respond effectively to your inquiries.

Authorized Representatives

If you are an individual who wishes to designate an Authorized Representative to act on your behalf regarding your personal information, please note that we recognize and accommodate such arrangements. An Authorized Representative is someone whom you authorize to access, manage, or make decisions about your personal information.

If you choose to appoint an Authorized Representative, please provide us with written consent from both you and the Authorized Representative, detailing the scope of their authority.

We will work with Authorized Representatives within the bounds of applicable laws and regulations to fulfill their authorized requests. Please be aware that we may need to verify the identity of both the individual appointing the Authorized Representative and the Authorized Representative themselves to ensure the security and privacy of your personal information.

If you are an Authorized Representative seeking to manage the personal information of an individual, please contact us using the information provided in the "Contact Us" section of this Privacy Notice. We will guide you through the necessary procedures to verify your authority and facilitate your request.

Automatically Collected

We automatically log information about your use of our Site, including through cookies, web beacons, and similar technologies to help personalize content and analyze Site traffic. For example, we may collect the following personal information from you: IP address, type of web browser and operating system used to access the Site, time and duration of Site visits, information about the content and webpages you view, and features you access on the Site.

Provided by Third Parties

We may receive your personal information from other publicly and commercially available sources, as permitted law. We may combine this personal information in the manner described in this Privacy Notice.

We have collected the following categories of personal information from or about Site users within the last twelve (12) months:

Category of Personal Information	Purpose for Collection
First and Last Name, Telephone Number, Address, Email Address, Company Name or Business Contact information	<ul style="list-style-type: none">· Respond to Site inquiries· Provide you with information, products, or services that you request from us· Transmit business insights and email marketing
Date of Birth, Nationality, Citizenship, Country of Birth	<ul style="list-style-type: none">· Respond to Site inquiries· Provide you with information, products, or services that you request from us· Transmit business insights and email marketing
Comments and Interest(s)	<ul style="list-style-type: none">· Respond to Site inquiries· Provide you with information, products, or services that you request from us· Transmit business insights and email marketing
Device Data	Personalize content and ads, and to analyze Site traffic. For example, we may collect your IP address, the type of web browser and operating system used to access the Site, the time and duration of your visits, and information about the content and webpages you view and the features you access on the Site.
Site Browsing Data	Analyze how users use the Site and related analysis, research, reporting, and troubleshooting

Application Data	Analyze how users use the Site and related analysis, research, reporting, and troubleshooting
Business-Related Data Publicly or Commercially	We may reference publicly available sources and information on the Internet or through social networks when responding to Site inquiries al Information

We collect and use personal information to manage your relationship with us and better serve you when you are using the Site by personalizing and improving your experience. We may use or disclose the personal information we collect for one or more of the following purposes:

- To fulfill or meet the reason you provided the information, including to respond to inquiries on our Site;
- Provide you with information or services that you request from us;
- Transmit business insights and email marketing communications based on your preferences;
- To provide, support, personalize, and develop our Site;
- To help maintain the safety, security, and integrity of our Site;
- To respond to law enforcement requests or as required by applicable law, court order, or governmental regulations;
- As described to you when collecting your personal information or as otherwise set forth pursuant to applicable law; and
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred.

Sharing Your Information

To the extent consistent with applicable law, we may share your personal information in the following circumstances:

- with our subsidiaries and affiliates;
- with affiliated and third-party service providers, such as companies that provide us technical support, data hosting, and other services;
- with other parties when required by law or as necessary to provide or protect our services, products, and other offerings. For example, we may need to disclose information with other parties to comply with the law or respond to legal process or a request for cooperation by a government entity or law enforcement; to prevent fraud or verify and enforce compliance with the policies and terms governing our services; and to protect the rights, property, or safety of us, or any of our respective affiliates, business partners, or employees;
- in the event we sell or transfer all or a portion of a business or assets to a third party, such as in connection with a merger or in the event of a bankruptcy reorganization or liquidation; and
- when you or your company or organization consent to or request such sharing.

We will not sell, trade, or rent your personal information to third parties, nor will we disclose your personal information to third parties for direct marketing purposes.

SMS Campaigns and Additional Disclosures

When you opt-in to an SMS short code campaign, we will not share your opt-in information with third parties for purposes unrelated to supporting you in connection with that campaign. However, we may share your Personal Data with third parties that assist us in providing the messaging service. These third parties may include platform providers, phone companies, and other vendors who help us deliver text messages.

Additional Disclosures

- **Affiliates:** We may disclose your Personal Data to our affiliates or subsidiaries to support our services. However, their use and disclosure of your Personal Data will remain subject to the terms outlined in this Privacy Policy.
- **Exclusions:** All the categories of Personal Data mentioned above specifically exclude text messaging originator opt-in data and consent. This information will not be shared with any

third parties.

We are committed to safeguarding your privacy and ensuring your Personal Data is handled responsibly in accordance with this Privacy Policy.

Links to Other Websites and Third Parties

The Site may contain links or references to third-party owned or operated websites or online services. We are not responsible for the collection of personal information or the security or privacy of such information on any such third-party websites. Likewise, we are not responsible for the collection, use, and disclosure policies and practices (including the data security practices) of any other app developer, app provider, social media platform provider, operating system provider, wireless service provider or device manufacturer, including with respect to any personal information you disclose to such other organizations through or in connection with our social media pages, any mobile sites, applications, widgets, and other mobile interactive features.

Cookies, Web Beacons, and Similar Technologies

The Site, as well as certain third parties that provide content and other functionality on the Site, use a variety of technologies to learn more about how people use the Site. This section provides more information about some of those technologies and how they work.

- **Cookies.** Cookies are small text files used to store information about users on the users' own computer. Cookies may be used to recognize you as the same user across different visits to the Site. Knowing how a user is using the Site through cookies enables us to tailor our Site to more effectively meet visitors' needs. It also enables us to improve the quality of your visit by making sure that the Site is properly formatted for your computer and web browser. Some Internet browsers can be configured to warn you each time a cookie is being sent or to refuse cookies completely. Refer to your browser help menu for more information. You can also manage cookie tracking directly through the third-party service providers that we use, including:

Third-Party Service Provider	Description	More Information
Google	We use Google's services to collect and process analytics data and to place ads that we think may interest our users and potential users.	Google Privacy and Terms (https://policies.google.com/?hl=en-US)
Facebook	We use Facebook's services to place ads that we think may interest our users and potential users.	Meta [Facebook] Data Policy (https://www.facebook.com/privacy/policy/) Facebook Advertising (https://www.facebook.com/business/m/privacy-and-data)

LinkedIn	We may use LinkedIn's services to place ads that we think may interest our users and potential users, as well as to advertise openings to potential employees.	LinkedIn Privacy Policy https://www.linkedin.com/legal/privacy-policy LinkedIn Cookie Policy https://www.linkedin.com/legal/cookie-policy
ReferralRock	We engage with ReferralRock's services, which may involve the utilization of referral marketing tools. These tools allow us to facilitate and incentivize referrals from our users, enhancing our growth through word-of-mouth recommendations.	Referral Rock Privacy Policy https://referralrock.com/privacy/
Microsoft Azure	Our reliance on Microsoft Azure's services extends to various aspects of our operations, which may include cloud-based hosting, data storage, and other computing resources. This partnership aids us in providing a robust and secure environment for our services.	Azure Privacy Policy https://azure.microsoft.com/en-us/support/legal/
Navex	We collaborate with Navex, likely utilizing their services for specific purposes that contribute to the functionality and offerings of our platform. This partnership may involve areas such as compliance, risk management, or related services.	Navex Privacy Policy https://www.navex.com/en-us/privacy-statement/

Insperty	Insperty provides comprehensive human resources and workforce management services to Avoni Medical, including payroll processing, benefits administration, and HR consulting, to optimize their HR operations and employee management.	Insperty Privacy Statement (https://www.insperty.com/privacy-statement/)
IS&T	Our engagement with IS&T involves their services that contribute to specific aspects of our operations or technological infrastructure. This partnership could encompass areas such as IT services, technical support, or related offerings.	IS&T Privacy Policy (https://www.is-t.net/privacy-policy)
Zoho	ZOHO provides Avoni Medical with a suite of business software solutions, including customer relationship management (CRM), project management, and collaboration tools, to streamline and improve their business processes and operations.	<u>ZOHO Summary of Privacy Policy</u>

Do Not Track Signal

Some web browsers may transmit “do-not-track” signals to the Site with which a user communicates. We do not currently take action in response to those signals. If an industry standard on responding to such signals is established and accepted, we may reassess how to respond to those signals.

Data Security

We take reasonable efforts to protect your personal information by using administrative, technological, and physical safeguards designed to protect the personal information that we maintain against accidental loss or unauthorized access or use. However, because no information system can be 100% secure, we cannot guarantee the absolute security of your personal information.

U.S. State Privacy Rights

Applicable law may provide you with specific rights regarding your personal information. This section describes those potentially applicable rights and explains how you may exercise those rights.

California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Montana, Oregon, Tennessee, Texas, Utah, and Virginia provide (now or in the future) their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose (excluding Iowa and Utah).
- Data portability.
- Opt-out of personal information processing for:
 - targeted advertising (excluding Iowa);
 - sales; or
 - profiling in furtherance of decisions that produce legal or similarly significant effects (excluding Iowa and Utah).
- Either limit (opt-out of) or require consent to process sensitive personal information.

The exact scope of these rights may vary by state. To exercise your U.S. state privacy rights, please submit your request by contacting our Compliance Officer. You can reach us via email at Compliance@REEMedical.com, by phone at 866-228-9791 (main) or (760) 208-2228 (direct), or by fax at 760-284-7806. Alternatively, you may mail your request to:

ATTN: Compliance Officer
Avoni Medical

539 W. Commerce St
#1562
Dallas TX 75208

To appeal a decision regarding a consumer rights request, please email Compliance@REEMedical.com with the subject line "Consumer Rights Appeal," or use any of the methods listed above.

Nevada provides its residents with a limited right to opt-out of certain personal information sales. Nevada residents have the right to opt out of the sale of their personal information. To exercise this right, please contact our Compliance Officer using one of the following methods:

- Email: Compliance@AvoniMedical.com

Please include "Nevada Opt-Out Request" in your communication to ensure prompt processing. We will respond to your request within 60 days, as required by Nevada law.

If you wish to appeal a decision regarding your consumer rights request, please submit an appeal by emailing Compliance@AVONIMedical.com with the subject line "Consumer Rights Appeal," or use any of the contact methods listed above.

Please note that the scope of these rights may vary by state. However, please know we do not currently sell data triggering that statute's opt-out requirements.

California's "Shine the Light" law (Civil Code Section § 1798.83) permits California residents who use our site to request information regarding the disclosure of their personal information to third parties for direct marketing purposes. To make such a request, please send an email to Compliance@REEMedical.com or contact us by mail at:

ATTN: Compliance Officer
Avoni Medical

539 W. Commerce St
#1562
Dallas TX 75208

Please include "California Shine the Light Request" in the subject line of your email or mail to ensure proper processing.

Right to Know and Data Portability

You may have the right to request that we disclose certain information to you about our collection and use of your personal information over the past twelve (12) months (the "right to know"). Once we receive your request and confirm your identity, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:
 - sales, identifying the personal information categories that each category of recipient purchased; and
 - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.
- The specific pieces of personal information we collected about you (also called a data portability request).

Right to Delete

You may have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions (the "right to delete"). Once we receive your request and confirm your identity, we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with applicable law.
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Pursuant to applicable law, we will delete, or we may deidentify, personal information not subject to one of these exceptions from our records and will direct our service providers to take similar action.

Exercising Your Rights

To exercise your applicable rights to know or delete described above, please email us at compliance@reomedical.com. Only you, or someone legally authorized to act on your behalf, may make a request to know or delete related to your personal information. You may only submit a request to know twice within a twelve (12)-month period. Your request to know or delete must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. We will only use personal information provided in the request to verify the requestor's identity or authority to make it.

Under applicable law, you may also have a right to take legal action in relation to any breach of your rights regarding the processing of the personal information. We will not discriminate against you for exercising any of your applicable legal rights.

Consent to Use and Transfer Personal Information

Please note that if you submit personal information through the Site you will send it to us in the U.S. We will collect, process, and transfer your personal information in accordance with this Privacy Notice, but which may not be in accordance with the laws of the jurisdiction in which you reside outside of the U.S.

Children's Personal Information

We do not knowingly collect, maintain, or use personal information from children under 18 years of age, and no part of our Site is directed toward children. If you learn that a child has provided us with personal information, please notify immediately us at compliance@avonimedical.com.

Changes to this Privacy Notice

Due to changes in technology, legal requirements, or our Site, we may revise this Privacy Notice from time to time. We will notify you of changes by posting changes on this webpage or by other appropriate means. We suggest that you bookmark this page so that you may check periodically to see if any changes have been made.

Questions and Contact Information

If you have any questions about this statement or our handling of personal information, please contact at the following:

Email: Compliance@AVONIMedical.com

Mail: ATTN: Compliance Officer

Avoni Medical

539 W. Commerce St #1562 Dallas

TX 75208

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