

Smart Meter LLC

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PRIVACY POLICY AND NOTICE OF PRIVACY PRACTICES

Welcome to Smart Meter LLC, (“Smart Meter”). This Privacy Policy and Notice of Privacy Practices (“Privacy Policy”) tells you how we protect and use information that we gather or that you may submit through this website. This website and this Privacy Policy are subject to applicable U.S. federal and state laws and regulations.

This Privacy Policy was last revised on the date listed below in the "Changes to Privacy Policy" paragraph. We may change this Privacy Policy at any time and for any reason. We encourage you to review this Privacy Policy each time you visit or submit information to the website.

By using this website, you agree to the terms of the most recent version of this Privacy Policy. Please read our Terms of Use to understand the general rules about your use of this website. Except as written in any other disclaimers, policies, terms of use, or other notices on this website, this Privacy Policy and the Terms of Use are the complete agreement between you and Smart Meter with respect to your use of this website. You may be subject to additional terms that may apply when you access particular services or materials on certain areas in this website, by following a link from this website or when you purchase any Smart Meter product.

Introduction

The information we receive, and how we use it, depends on what you do when visiting our website. We collect and use your non-personal information (information that is not identifiable to you personally) differently than your personal information.

What is Non-Personal Information?

Non-personal information is information we collect through this website that does not identify you as an

individual person. It may include information such as the following:

- The type of web browser software you use
- The name of the domain from which you access the Internet
- The Internet address of the website from which you linked directly to our website
- The date and time you access our website
- Which pages you have visited on our website
- The search terms you use
- The links on which you click
- Personal information that has been made non-personal or anonymous (i.e., information that no longer reflects or references an individually identifiable user)

If you visit our website to read or download information, such as information about a health condition or about one of our products, we may collect certain personal information about you from your computer. This information is collected from your computer's web browser. If you read or download information on our website, we may collect or learn your email address, or other personal information about you. We may place a text file called a cookie in the browser files of your computer when you visit. The cookie may be stored on your computer's hard drive. The information that we collect using cookies may include personal information, including your email address. Based on this, you may receive marketing messages or other communications. You are always free to decline our cookies if your browser permits, but some parts of our website may not work properly for you if you do so. We will not allow third parties other than those companies that we hire to perform services or functions on our behalf to place cookies on or through our website.

What Does Smart Meter Do with Non-Personal Information?

Because non-personal information cannot identify you or be tied to you, there are no restrictions on the ways

that we can use or share non-personal information. We are always looking for ways to better serve you and improve this website. We will use non-personal information from you to help us make this website more useful to visitors. We also will use non-personal information for other business purposes. For example, we may use non-personal information or aggregate non-personal information to:

- Create reports for internal use to develop programs, products, services or content
- Customize the information or services that are of interest to you
- Share it with or sell it to third parties
- Provide aggregated information on how visitors use our site, such as "traffic statistics" and "response rates," to third parties

What is Personal Information?

Personal information is information we collect or that you submit through this website (including through products that submit information to this website) that we can use to specifically identify you, for example, your:

- Name
- Date of birth
- Home address, telephone number
- E-mail address
- Protected health information (see below)

In some places on this website, you have the opportunity to send us personal information about yourself, configure one of our products to send us personal information about yourself (and request for us to send such information to third parties), to elect to receive particular information, or to participate in an activity. For example, you may register on this website or may use a Smart Meter product to enable your blood glucose meter to send your blood glucose readings to our site and then have us send the readings to a friend, family member or caregiver.

You also may choose to allow us to personalize your visits to the website or personalize information we send to your device, in which case we will ask you for certain personal information to make your visits to our

website more helpful to you. When this information is combined with the non-personal information that we collect through cookies (described above), we will be able to tell that you have visited our website before and can personalize your access to our website, for example, by telling you about new features that may be of interest to you or by notifying you if your meter readings are outside of a range which you provide.

Protected Health Information

"Protected health information" is information that may identify you and that relates to your physical or mental health or condition and related health care services. We are committed to safeguarding all protected health information collected about you, while providing health-related products, services, education and/or training. Examples of protected health information include:

- Information about your health condition (e.g., your blood glucose levels);
- Information about health care products or services provided to you;
- Geographic information (e.g., your address);
- Demographic information (e.g., your race, gender, or age);
- Unique numbers that may identify you (e.g., your Social Security Number, phone number(s), or driver's license or state certificate number); or
- Other types of information that may identify you.

How Does Smart Meter Keep and Use Personal Information?

We may keep and use personal information we collect from you through this website to provide you with access to this website. In addition, we may keep and use your personal information:

- To respond to your requests
- To send to third parties (family members, caregivers, friends, etc.) that you authorize

Smart Meter to send your personal information to

- To share with our business partners for purposes of improving your experience with our products.
- To personalize your access to our website, for example, by telling you about new features that may be of interest to you
- To provide to caregivers such as your doctor or diabetes educator
- To personalize your device experience, for example, by notifying you of readings that are outside of a pre-defined range or notifying you of related products or features that may be of interest
- To develop records, including records of your personal information
- To contact you with information that might be of interest to you
- To remove your personal identifiers (your name, e-mail address, social security number, etc.). In this case, you would no longer be identified as a single unique individual. Once we have de-identified information, it is non-personal information and we may treat it like other non-personal information
- To enforce this Privacy Policy and other rules about your use of this website
- To protect our rights or property
- To protect someone's health, safety or welfare
- To provide you with treatment (i.e., health care-related products, therapies, or services), and/or run our normal business operations.

Does Smart Meter Ever Share Personal Information with Third Parties?

Smart Meter will not share your personal information collected from this website with an unrelated third party without your permission, except as otherwise provided in this Privacy Policy. Smart Meter will share your information, including your blood glucose test results and other information, with third parties that you authorize Smart Meter to share this information with. By configuring your personal page on the website to send your personal information (including blood glucose test results) to third parties, or by using a meter provided or paid for by a third party such as an insurance company or benefits coordinator, you are consenting to Smart Meter sharing your personal information with such third parties. Once your

personal information is shared with a third party, Smart Meter has no control over what such third party may do with your personal information or of any re-disclosure of your personal information.

In the ordinary course of business, we will share some personal information with companies that we hire to perform services or functions on our behalf. For example, we may use different vendors or suppliers to ship you products that you order on our website or may work with partners to improve your device experience. In these cases, we provide the vendor with information to process your order such as your name and mailing address. In all cases in which we share your personal information with a third party, we will not authorize them to keep, disclose or use your information with others except for the purpose of providing the services we asked them to provide. We will not sell, exchange or publish your personal information, except in conjunction with a corporate sale, merger, dissolution, or acquisition.

We may be legally compelled to release your personal information in response to a court order, subpoena, search warrant, law or regulation. We may cooperate with law enforcement authorities in investigating and prosecuting website visitors who violate our rules or engage in behavior which is harmful to other visitors (or illegal).

We may disclose your personal information to third parties if we feel that the disclosure is necessary to:

- To enforce this Privacy Policy and other rules about your use of this website
- To protect our rights or property
- To protect someone's health, safety or welfare
- To comply with a law or regulation, court order or other legal process

Government Agencies or Officials.

We may disclose your personal information to authorized public health officials to carry out public health activities. We may also release your personal information to government agencies authorized to

conduct audits, investigations, and inspections of our facilities or privacy practices. These government agencies can monitor the operation of the health care system, or compliance with government regulatory programs or civil rights laws.

Product Monitoring, Repair and Recall.

We may disclose your personal information to the U.S. Food and Drug Administration (FDA) or to other regulatory agencies: (1) collect, report or track adverse events, product defects or problems; (2) repair, replace, or recall defective or dangerous products; or (3) monitor the performance of a product after it has been approved for use by the general public.

As Required By Law; Lawsuits and Other Proceedings.

We may disclose your personal information if required to do so by federal, state, or local law, or if ordered by a court or by another properly authorized body (e.g., in response to a subpoena, discovery request, or other legal request made by someone involved in the dispute, if we receive satisfactory assurances either that (1) you were notified of the request; or (2) the parties to the dispute have agreed to a qualified protective order regarding your personal information). We may disclose information in the context of civil litigation where you have put your condition at issue in the litigation.

Written Authorization.

Except as described in this Privacy Policy, we will obtain your online or written authorization or consent before using your personal information or disclosing it to persons or organizations outside of Smart Meter. Also, we will obtain an authorization for any communications with you for marketing purposes, or any disclosures that constitute a sale of personal information. You may revoke any written authorization you have provided to us in writing, at any time. If you revoke your authorization, we will no longer use or disclose your personal information for the reasons

covered by your written authorization, except to the extent that we have made any use(s) or disclosure(s) of your protected health information in reliance on an existing authorization. We are unable to take back any disclosures we have already made with your permission, and we are required to retain our records of the care that we have provided to you. To revoke an authorization, please send your request in writing with a copy of the authorization being revoked at the address below.

Please Note

In addition to the ways that we may keep, disclose, and use information described in this Privacy Policy, we also may keep, disclose, and use personally identifiable information that you give us through this website in ways that we believe are consistent with FDA and other governmental guidance, directions, regulations, and laws.

How You Can Access, And Control Your Protected Health Information:

- You may request a copy of your protected health information for inspection. Under certain other circumstances, we may deny your request for a copy of your protected health information. If we deny any part of your request, we will provide a written explanation of the reasons, but provide complete access to the remaining parts. The foregoing does not constitute an obligation of Smart Meter to store any information outside of its normal retention practices.
- To obtain a copy of your protected health information, please complete and submit a request to support@iGlucose.com. We may charge a reasonable fee for the costs of copying, mailing, or other supplies we use to fulfill your request, to the extent permitted by state and federal law.
- If you believe that your protected health information is incorrect or incomplete, you may ask us to amend the protected health information, for as long as we retain your information. We may deny your request for an amendment if it is not in writing or does not include your reason for the request. In addition, we may deny your request if you ask us to amend information that:
1) was not created by us, unless

the person or entity that created the information is no longer available to make the amendment; 2) is not part of the medical information we maintain; 3) is not part of the information you would be permitted to inspect and copy; or 4) is accurate and complete.

What About Privacy on Other Websites?

This website may contain links to other websites. Some of those websites may be operated by Smart Meter, and some may be operated by third parties. We provide the links for your convenience, but we do not review, control, or monitor the privacy practices of websites operated by others. This Privacy Policy does not apply to any other website, even the other Smart Meter websites. We are not responsible for the performance of websites operated by third parties or for your business dealings with them. Therefore, whenever you leave this website we recommend that you review each website's privacy practices and make your own conclusions regarding the adequacy of these practices.

Does Smart Meter Ever Communicate Directly with Visitors to This Website?

We may contact you periodically by e-mail, mail or telephone if you agree to that contact to provide information regarding programs, products, services and content that may be of interest to you. In addition, some of the features on this website allow you to communicate with us using an online form. If your communication requests a response from us, we will send you a response via e-mail. The e-mail response or confirmation may include your personal information, including personal information about your health, your name, address, etc. We cannot guarantee that our e-mails to you will be secure from unauthorized interception.

Are There Special Rules About Children's Privacy?

Some sections of this website may be designed specifically for use by children under the age of 18.

Contact information such as their name and e-mail address, and demographic information such as their ZIP code or age may be requested in those sections. In such cases, children will be notified that they should obtain permission from their parents before providing such information.

What About Website Security?

Security is important to us. We take reasonable steps to protect your personal information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. You should keep in mind that no Internet transmission is ever 100% secure or error-free. Particularly, e-mail sent to or from this site may not be secure, and you should therefore take special care in deciding what information you send to us via e-mail.

How to Contact Smart Meter

If you have any questions, comments, or concerns about this Privacy Policy or the information practices of this site, please contact us as follows:

E-mail: support@iGlucose.com

Phone: 1-844-iGlucose

If you no longer choose to receive communication from Smart Meter you may revoke this permission at any time by e-mailing or by sending a request in writing to:

E-mail: support@iGlucose.com

Changes to Privacy Policy

This Privacy Policy was last updated April 10, 2025. If this Privacy Policy is revised, the most current policy will be posted on this site. Please check back periodically, and especially before you provide any personally identifiable information.