

Qoncier Privacy Policy

Effective Date: September 22, 2025

Qoncier, Inc., an Illinois S-Corporation (“Qoncier,” “we,” “our,” or “us”), is committed to protecting your privacy and safeguarding your health information. This Privacy Policy explains how we collect, use, store, and share your personal information when you use our services.

As a healthcare-focused platform, we comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and applicable state and federal privacy laws.

1. Information We Collect

For All Users:

- Account Information: Name, email address, login credentials, authentication tokens.
- Profile & Health Data: Demographics, health goals, symptoms, medications, nutrition, activity, sleep, stress, allergies, and other data you provide.
- Connected Data Sources: Wearables (Apple Health, Fitbit, Oura, Garmin, etc.), EHR integrations (Epic, Cerner, MyChart, etc.).
- Device & Usage Data: Device identifiers, app logs, crash reports, usage analytics.
- Communications: Messages with the Qoncier AI Assistant, support interactions, and shared provider data. For Professionals (in addition to the above): *Professional Profile Information: Full name, professional title, specialty, license/NPI number, practice/organization.*
- Compliance Records: HIPAA acknowledgments, Data Sharing Compliance Statement acceptance, and related logs.
- Connection Data: Invites sent, accepted, and revoked; activity logs with connected clients/patients.
- Usage Data: Professional dashboard activity, access logs, and audit trails.

2. How We Use Your Information

- Provide personalized health insights and recommendations to users.
- Enable secure communication between users and their chosen professionals.
- Track health and wellness progress.
- Authenticate identity and maintain account security.
- Improve our app and comply with HIPAA/legal requirements.
- For Professionals:
 - Verify credentials and licensing.
 - Maintain audit logs of data access for compliance.
 - Restrict professional access to only the

data clients/patients explicitly share.

We never sell your personal, health, or professional information.

3. How We Share Your Information

- With Your Permission: Users control which professionals, caregivers, or family members can access their information.
- Professional Access: Professionals may only access information that has been explicitly shared with them by the user. Access is role-based and permission-driven.
- For Treatment, Payment, or Operations: As permitted under HIPAA.
- With Service Providers: Vendors under HIPAA Business Associate Agreements (BAAs).
- When Required by Law: Legal or regulatory disclosures.

We do not share PHI with advertisers.

4. Your Rights Under HIPAA

You have the right to: access your data, request corrections, restrict certain disclosures, receive a record of disclosures, and revoke consent at any time. Professionals acknowledge that users may revoke permissions at any time, and agree to respect and comply with such changes.

5. Data Security

We use administrative, technical, and physical safeguards:

- HIPAA-compliant hosting
- End-to-end encryption (TLS in transit, AES-256 at rest)
- Role-based access controls
- Continuous monitoring and audit logging Professionals agree to access PHI only through authorized methods within Qoncier.

6. Data Retention

We retain health information only as long as necessary to provide services or meet legal obligations. Users may request deletion subject to HIPAA and applicable law. Professional credential and compliance records are retained as long as their account is active and may be retained after termination if required by law.

7. Children's Privacy

Parents/guardians may manage accounts for children under 18. Minors cannot create independent accounts.

8. Changes to This Privacy Policy

We may update this Privacy Policy. Material changes will be communicated via the app or email before taking effect.

9. SMS Communications & Mobile Messaging Disclosure

Qoncier may send transactional SMS (text) messages to users for account-related purposes, including but not limited to:

- Account verification (one-time passcodes)
- Login authentication
- Password recovery
- Security alerts

Consent to Receive SMS

By entering your mobile phone number within the Qoncier app and requesting a verification code or authentication message, you consent to receive SMS messages related to your account.

Message Frequency

Message frequency varies based on user activity. Messages are sent only in response to user-initiated actions such as sign-up, login verification, or password reset requests. Qoncier does not send promotional or marketing SMS messages unless explicitly opted into separately.

Message & Data Rates

Message and data rates may apply depending on your mobile carrier plan. Qoncier is not responsible for carrier charges.

Opt-Out

You may opt out of SMS messages at any time by replying STOP to any message. After opting out, you will no longer receive SMS messages unless you reinitiate account verification or re-enroll.

Help

For assistance, reply HELP to any message or contact support@qoncier.com.

Carrier Disclaimer

Mobile carriers are not liable for delayed or undelivered messages.

10. Contact Us

Qoncier Privacy Officer

Qoncier, Inc.,

Email: support@qoncier.com

Address: 1130 S. Canal Street, Suite 1235 • Chicago, IL 60607