

INGENES PRIVACY POLICY

Last revised: February 10, 2021

INTRODUCTION

The purpose of this Privacy Policy is to describe how INSTITUTO DE INFERTILIDAD Y GENÉTICA MÉXICO SC, d/b/a INGENES (“INGENES”) collects, uses and shares information about you through online interfaces and properties, including the <https://www.us.ingen.es.com> website (the “Site”), as well as the services (“Services”) and products (“Products”) available to users through the Site and landing pages. INSTITUTO DE INFERTILIDAD Y GENÉTICA MÉXICO SC (“INGENES”, “we,” “us,” and “our”) contracts with THE P.C’s¹, regarding online telehealth medical consultations and secure messaging between physicians (individually the “Provider” and collectively the “Providers”) and patients. The professional medical services (which are provided by THE P.C’s) and the non-clinical Site services (which are provided by INGENES) are collectively referred to in this Terms of Use as the “Services”. Please read this notice carefully to understand what we do. If you do not understand any aspects of our Privacy Policy, please feel free to contact us as described at the end of this Policy.

Scope and Third Party Sites.

This Privacy Policy applies only to information we collect at and through the Site and landing pages. Our Site also contains links to third party sites that are not owned or controlled by INGENES. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our Site and to read the privacy statements of each and every website that collects personal information.

Our Privacy Policy explains:

- Information That We Collect
- How We Use and Share Your Information
- Access to Your Information and Choices
- Security of Your Information
- Consent to Processing of Personal Data in United States
- Changes to Our Privacy Policy
- Questions and How To Contact Us

¹ THE P.C “apply to all the Professional Corporations authorized by INSTITUTO DE FERTILIDAD Y GENÉTICA MÉXICO SC OR “INGENES” to use the name INGENES. It includes INGENES McALLEN P.C.

Terms of Use. Please note that your use of our Site is also subject to our Terms of Use.

INFORMATION THAT WE COLLECT

Information You Provide to Us. We collect information you provide to us, for instance, when you create or modify your account, register to use our Site, purchase products or services from us, request information from us or otherwise communicate with us. This information may include:

- Full Name
- Home address
- Telephone number and your partner telephone number
- Payment information (credit card or debit card number, expiration date and credit card security code – solely for payment purposes)
- If billing is required, the fiscal data necessary for issuing the invoice, in terms of the current tax legislation.
- Username and password
- Demographic/health/wellness data (such as your gender, marital status, age, wellness background, weight, height, lifestyle information, medication history, zip code)
- Communications with Providers conducted through the Service
- If applicable, means by which you heard about INGENES

We may also collect information from you necessary to provide you with services you request from Providers utilizing the Service, which may include, but is not limited to: (a) payment information; (b) insurance information; and (c) health and medical data (such as previous doctors or other healthcare providers you visited, your reason for visiting a healthcare provider, date of visit, medical history and condition, medications, images or videos and other medical and health information you share with us).

You will be able to send confidential messages and communicate with a doctor regarding your diagnosis and treatment. INGENES will keep these messages private and confidential.

Information We Collect Automatically Through Your Use of our Site

Google Analytics

We use Google Analytics, a web analytics service provided by Google, Inc. (“Google”) to collect certain information relating to your use of the Site. Google Analytics uses “cookies”, which are text files placed on your computer, to help the Site analyze how users use the site. You can find out more about how Google uses data when you visit our Site by visiting “How Google uses data when

you use our partners' sites or apps", (located at www.google.com/policies/privacy/partners/). We may also use Google Analytics Advertising Features or other advertising networks to provide you with interest-based advertising based on your online activity. For more information regarding Google Analytics please visit Google's website, and pages that describe Google Analytics, such as www.google.com/analytics/learn/privacy.html. To learn more about interest-based advertisements and your opt-out rights and options, visit the Digital Advertising Alliance and the Network Advertising Initiative websites (www.aboutads.info and www.networkadvertising.org). Please note that if you choose to opt out, you will continue to see ads, but they will not be based on how your online activity.

Information Collected Through Cookies and Similar Technologies

We and our service providers use cookies, and other technologies to receive and store certain types of information whenever you interact with our Site through your computer or mobile device. A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. Cookies may store unique identifiers, user preferences and other information. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some Site features or services may not function properly without cookies. We use cookies to improve the quality of our service, including for storing user preferences, tracking user trends and providing relevant advertising to you. (See, "Advertising" below.)

No Information from Individuals Under the Age of 18

If you are under the age of 18, please do not attempt to register with us at this Site or provide any personal information about yourself to us. If we learn that we have collected personal information from someone under 18, we will promptly delete that information. If you believe we have collected personal information from someone under the age of 18, please contact us at contactus@ingenex.com.

HOW WE USE AND SHARE YOUR INFORMATION

To Provide Products, Services, and Information. We collect information from you and use the information to:

- Provide products and services facilitated or purchase using the Site;
- Provide information and education that you request from us;
- Contact you about your needs;

- Process credit card and debit card transactions;
- Based on information that you provide us about your needs, send you promotional materials or advertisements about our products and services, as well as new features and offerings;
- Enforce our Terms of Use or other legal rights and remedies;
- Administer surveys, sweepstakes, promotions and contests;
- Provide interest-based targeted advertising to you; and,
- Any other purposes disclosed to you at the time we collect your information or pursuant to your consent.

Sharing with Third Parties.

Healthcare Providers.

We share your personal information with THE P.C's, INGENES world-wide affiliates , doctors and relevant medical staff in connection with your diagnosis and treatment.

Vendors and Services Providers.

We may provide information to third party vendors and service providers that help us operate and manage our Site, process orders, and fulfill services that you purchase from us. These vendors and service providers will have access to your personal information in order to provide these services, but when this occurs we implement reasonable contractual and technical protections to limit their use of that information to helping us provide the service.

Corporate Affiliates.

We may share your personal information with our corporate affiliates which are subject to this policy and applicable law.

Social Media.

If you use third-party services, such as Facebook, Google, or Twitter, etc., through the Site, to login to the Site, or to share information about your experience on the Site with others, these third-party services may be able to collect information about you, including information about your activity on the Site, and they may notify your connections on the third-party services about your use of the Site, in accordance with their own privacy policies.

Public Posts and Activities

If you choose to engage in public activities on the Site, you should be aware that any information you share there can be read, collected, or used by other users of these areas. You should use

caution in disclosing personal information while participating in these areas. We are not responsible for the information you choose to submit in these public areas

Your Consent

In addition to the sharing described elsewhere in this Policy, we will share personal information with companies, organizations or individuals outside of INGENES when we have your consent to do so.

Legal Proceedings

Your personal information may be used and disclosed by our organization, our office staff and others outside of our office that are involved in your care and treatment for the purpose of providing health care services to you, to support the operation of the organization, and any other use required by law.

Transfer in the Event of Sale or Change of Control.

If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our business or the Site to a third party, such as by merger, acquisition, bankruptcy proceeding or otherwise, we may transfer or sell your personal information to the new owner. In such a case, unless permitted otherwise by applicable law, your information would remain subject to the promises made in the applicable privacy policy unless you agree differently.

ACCESS TO YOUR INFORMATION AND CHOICES

If you have questions about personal information we have about you or need to update your information, you can email us at contactus@ingenes.com.

SECURITY OF YOUR INFORMATION

We use industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your personal information. However, since the Internet is not a 100% secure environment, we cannot guarantee, ensure, or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your information.

CONSENT TO PROCESSING OF PERSONAL DATA IN UNITED STATES

This Site is intended for use only by residents of the U.S. If you are a citizen of the European Economic Area (EEA) or other jurisdiction outside of the U.S., please note that in order to provide our Site, products and services to you, we may send and store your personal information (also commonly referred to as personal data) outside of the EEA, including to the United States. Accordingly, your personal information may be transferred outside of the country where you reside or are located, including to countries that may not or do not provide the same level of protection for your personal information. We are committed to protecting the privacy and confidentiality of personal information when it is transferred. Where such transfers occur, we take appropriate steps to provide the same level of protection for the processing carried out in any such countries as within the EEA to the extent feasible under applicable law. By using and accessing our Site, users who reside or are located in countries outside of the United States agree and consent to the transfer to and processing of personal information on servers located outside of the country where they reside, and that the protection of such information may be different than required under the laws of their residence or location.

Notice for California consumers under California Consumer Privacy Act (CCPA)

Under the CCPA, California consumers have the right to:

- Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.
- Request that a business delete any personal data about the consumer that a business has collected.
- Request that a business that sells a consumer's personal data, not sell the consumer's personal data.
- If you make a request, we have 30 days to respond to you. If you would like to exercise any of these rights, please contact us at contactus@ingen.es

CHANGES TO OUR PRIVACY POLICY

Our Privacy Policy may change from time to time. If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy last revision date.

QUESTIONS AND HOW TO CONTACT US

If you have any questions, concerns, complaints or suggestions regarding our Privacy Policy or otherwise need to contact us, please email us at contactus@ingen.es.com.