This Privacy Notice was last updated on July 28, 2025.

StarPro Physical Therapy

PRIVACY NOTICE

At StarPro Physical Therapy, ("StarPro") your privacy is important to us. This Privacy Notice describes the information we collect, how we collect the information, the reasons we collect information, and how we share or use the information we collect. This Privacy Notice also describes the choices you have with the information we collect, including how you can manage, update, or request to delete information.

Please take a moment to review this Privacy Notice. You may scroll through this Privacy Notice or use the headings below. It is important that you understand this Privacy Notice. By using our Platform, you are agreeing to the terms of this Privacy Notice. If you have any questions or concerns about this Privacy Notice, you may contact us at any time.

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I. Who is StarPro?

StarPro is a physical and occupational therapy provider. StarPro believes in treating our patients, not just their injuries. Our licensed Physical Therapists customize individual recovery plans using the most state-of-the-art technology and practices to get patients performing better than ever.

II. Key Terms & Definitions and Our Privacy Notice

It is helpful to start by explaining some of our key terms and definitions used in this Privacy Notice.

Key Term	Definition
COPPA	The Children's Online Privacy Protection Act
HIPAA	Health Insurance Portability and Accountability Act
Personal Information	Any information relating to an identified or identifiable individual.
PHI	Protected Health Information, as defined by HIPAA
Platform	Our App and/or Website
Privacy Notice	This privacy policy.
Secure Platform	Our patient portal, including Raintree
Services	Any of the services provided through the connectivity and use of our Platform
Terms of Use	Our terms of use located at Terms & Conditions | StarPro Physical Therapy
our "Website(s)"	Our website, including starpropt.com
"Company," "we," "us," or "our"	StarPro Physical Therapy

When does our Privacy Notice apply?

This Privacy Notice describes the types of information we may collect from you when:

- You visit or use our Platform, including our Website and/or App;
- We communicate in e-mail, text message, and other electronic messages between you and us; and
- We communicate in person, such as on the phone.

When does our Privacy Notice not apply?

This Privacy Notice does not apply to information collected by any other website operated either by us or by a third party, unless the website is listed above or links to this Privacy Notice. It also does not apply to any website that we may provide a link to or that is accessible from our Platform.

This Privacy Notice does not apply to information collected from users who log-in and authenticate to the password-protected and secure portions of our Platform, including Raintree (the "**Secure Platform**"). The Secure Platform allows users who obtain the Services ("**Customers**") to perform certain functions related to the Services. All information collected and stored by us or added by Customers into the Secure Platforms is considered Protected Health Information ("**PHI**") and/or medical information and is governed by applicable state and federal laws that apply to that information, for example the Health Insurance Portability and Accountability Act ("**HIPAA**"). How we use and disclose such PHI is in accordance with the applicable Notice of Privacy Practices provided to you at the start of care, and located here: https://starpropt.com/wp-content/uploads/2025/03/StarPro-Notice-of-Privacy-2025-03-20.pdf. We will not use or disclose PHI collected from the Secure Platform or or your Provider except as provided in that Notice of Privacy Practices.

The Notice of Privacy Practices (and not this Privacy Notice) also applies to Personal Information collected on our Platform if specific symptoms or health conditions are also collected, as such information may be considered PHI under HIPAA.

Our Privacy Notice and Terms of Use.

This Privacy Notice is incorporated into our Terms of Use, which also apply when you use our Platform.

III. Personal Information

What is Personal Information?

Personal Information is any information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household. This includes direct identifiers like your name and email address, as well as indirect identifiers like your IP address or device ID.

What types of Personal Information do we collect?

We may collect and use the following Personal Information (hereinafter, collectively referred to as "Personal Information"):

Categories of Personal Information	Specific Types of Personal Information Collected

Personal Identifiers	• Legal first and last name, • alias, • mailing address, • online identifier, • social security number, • birth date, and • e-mail address.
Information that identifies, relates to, describes, or is capable of being associated with a particular individual	• Legal first and last name, • mailing address, • physical characteristics or description, • telephone number, credit card number, debit card number, • health insurance information, or other financial information, • health or medical information, • photographs, video, and voice.
Internet or other electronic network activity information	• IP address, • browser type, • operating system, • traffic data, • device ID, • information regarding a consumer's interaction with an Internet Website, application, or advertisement.
Geolocation data	• Physical location or movements, • local time, and local time zone.
User Generated Content	• Information you provide to be published or displayed (hereinafter, "**Posted**") on public areas of our Website or transmitted to other users of the Website or other third parties.

How do we collect your Personal Information?

We collect most of this Personal Information directly from you. For example, when we speak to you by phone, text message, and/or e-mail. Additionally, we will collect information from you when you visit our Website Secure or Platform and fill out forms or utilize the Services.

We may also collect Personal Information in the following ways:

- **When you register with the Platform or schedule an appointment**.
- **When you make payments through the Platform**. We do not collect or store financial account information, though we may receive transaction identifiers and summary information that does not include credit card or bank account numbers.
- **When You Contact Us**. When you contact us directly, such as when you contact our Customer Support team, we will receive the contents of your message or any attachments you may send to us, as well as any additional information you choose to provide. Calls to our customer service lines are recorded for quality assurance purposes.
- **From third parties**. We may also obtain information about you from third parties such as provider agencies, government agencies, managed care organizations, and others authorized to share information. These tools may collect non-personally identifiable technical information such as error logs, load times, and system diagnostics. We use this data solely for operational improvements and do not use these tools to collect or transmit PHI.

We will also collect information automatically as you navigate through our Platform. We use the following technologies to automatically collect data:

- **Cookies**. A "cookie" is a small file or piece of data sent from a website and stored on the hard drive of your computer or mobile device, used to receive and store certain types of information whenever you interact with the Platform or Services through your computer or mobile device. These may include essential cookies, functional cookies, analytics cookies, and/or marketing cookies.
    - Some of the cookies we use are "session" cookies, meaning that they are automatically deleted from your hard drive after you close your browser at the end of your session. Session cookies are used to optimize performance of the Website and to limit the amount of redundant data that is downloaded during a single session.
    - We also may use "persistent" cookies, which remain on your computer or device unless deleted by you (or by your browser settings). We may use persistent cookies for various purposes, such as statistical analysis of performance to ensure the ongoing quality of our Platform and/or the Services. We and third parties may use session and persistent cookies for analytics and advertising purposes, as described herein.

- On your computer, you may refuse to accept browser cookies by activating the appropriate setting on your browser, and you may have similar capabilities on your mobile device in the preferences for your operating system or browser. However, if you select this setting you may be unable to access or use certain parts of our Platform or the Services. Unless you have adjusted your browser or operating system setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Platform.
- Each type of web browser provides ways to restrict and delete cookies. Browser manufacturers provide resources to help you with managing cookies, and we have provided links to some below. For other browsers, please consult the documentation provided by your browser manufacturer.

    - Google Chrome
    - Internet Explorer
    - Mozilla Firefox
    - Safari (Desktop)
    - Safari (Mobile)
    - Android Browser

- **Google Analytics**. We use Google Analytics, a web analytics service provided by Google LLC, to better understand how users interact with our Platform. Google Analytics collects information such as how often users visit our site, what pages they visit, and what other sites they used prior to visiting ours. This data helps us improve our Platform and services, but it does not include personally identifiable information or Protected Health Information (PHI) as defined by HIPAA. Google Analytics uses cookies to track these interactions. For more information about how Google collects and processes data, please visit: How Google uses information from sites or apps that use Google services. For information about the Google Analytics Opt-Out Browser Add-on, please visit: https://tools.google.com/dlpage/gaoptout.

- **Google reCAPTCHA**. We use Google's reCAPTCHA to safeguard against automated access and fraudulent activities on the Website. To verify your authenticity as a human when you interact with the Website, reCAPTCHA uses cookies to automatically collect your *internet or other electronic network activity information* (browsing history, mouse movements, clicks, time spent completing forms,) and your *online identifiers* (IP address, device information, operating system). This information is transmitted to Google only to assess whether you are genuinely human or an automated "bot." It is important to note, any cookies installed by Google to verify you are a human is governed by its Privacy Policy and Terms of Service as well as Specific Service Terms. We use this

information only to protect the Website from unwanted spam and abusive, automated behavior and do not use it for any other purpose.

- **Other third party tools**. We use other third party tools which allow us to track the performance of our Platform. These tools provide us with information about errors, app and website performance, and other technical details we may use to improve our Platform and/or the Services.

How do we use and share your Personal Information?

We may use and share your Personal Information for the following purposes:

- **Our business purposes**. We may use your Personal Information to: operate, maintain, supervise, administer, and/or enhance our Platform or the Services, including monitoring and analyzing the effectiveness of content on the Platform, aggregate site usage data, and other usage of the Platform and/or the Services such as assisting you in completing the registration process; provide you notices or about your account; notify you about changes to our Platform and/or the Services we offer or provide through them; for internal testing, research, analysis, and product development, including to develop and improve our Platform, and to develop, improve, or demonstrate our products and services; to train and re-train artificial intelligence applications, and/or to provide the Platform and Services to you, in a custom and user-friendly way. We may share your Personal Information with our affiliates, vendors, service providers, and business partners, including our data hosting and data storage partners, analytics and advertising providers, technology services and support, and data security advisors. We may also share your Personal Information with professional advisors, such as auditors, law firms, and accounting firms.
- **With your consent**. We may use your Personal Information: to contact you in response to a request; to fulfill any other purpose related to the provision or receipt of the Services for which you provide it; to provide you with information that you request from us or that may be of interest to you; and/or to provide you information about goods and services that may be of interest to you, including through newsletters. We may share your Personal Information if you request or direct us to do so, or any other purpose for which you have provided your consent.
- **Compliance with law**. We may use or share your Personal Information to comply with applicable law or any obligations thereunder, including cooperation with law enforcement, judicial orders, and regulatory inquiries, or to respond to law enforcement requests, court orders, and subpoenas and to carry out our legal and contractual obligations.
- **Business transfer**. We may share your Personal Information to a buyer or other successor (or their agents or advisors) in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of

our assets, whether as a going concern or as part of a bankruptcy, liquidation, or similar proceeding, in which Personal Information held by us about our users are among the assets transferred.

- **To enforce our rights**. We may use or share your Personal Information: to enforce any applicable terms and conditions, and to ensure the safety and security of the Services and our users; to authenticate use, detect fraudulent use, and otherwise maintain the security of our Platform and the safety of others; and/or to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- **De-identified information**. We may use your Personal Information to anonymize and aggregate information for analytics, reporting, and any other purpose permitted by lawl; and may disclose de-identified information, so that it cannot be reasonably used to identify any individual, with third parties for marketing, advertising, research, or for purposes permitted by law.
- **To market our services**. We may share your Personal Information with affiliates and third parties to market our services, such as to promote and market our Platform and/or the Services to you. For example, we may use your Personal Information, such as your e-mail address, to send you news and newsletters, special offers, and promotions, or to otherwise contact you about information we think may interest you. We also may use the information that we learn about you to assist us in advertising our services on third party websites. You can opt-out of receiving these e-mails at any time as described below.
- **Third Party analytics**. We use Google Analytics to understand and evaluate how visitors interact with our Platform and/or the Services. These tools help us improve our Platform and/or the Services, performance, and your experience.

Your choices about how we share your Personal Information.

This section of our Privacy Notice provides details and explains how to exercise your choices. We offer you choices on how you can opt out of our use of tracking technology, disclosure of your Personal Information for our advertising to you, and other targeted advertising. **We do not control the collection and use of your information collected by third parties**. These third parties may aggregate the information they collect with information from their other customers for their own purposes. You can opt out of third parties collecting your Personal Information for targeted advertising purposes in the United States by visiting the National Advertising Initiative's (NAI) opt-out page and the Digital Advertising Alliance's (DAA) opt-out page.

If you do not wish to have your e-mail address used by StarPro to promote our own Services, you can opt-out at any time by clicking the unsubscribe link at the bottom of any e-mail or other marketing communications you receive from us. This opt out does not apply to information provided to us as a result of your use of our Platform and/or the

Services. You may have other options with respect to marketing and communication preferences through our Platform.

You may also see certain ads on other websites because we participate in advertising networks. Ad networks allow us to target our messaging to users through demographic, interest-based, and contextual means. These networks track your online activities over time by collecting information through automated means, including through the use of cookies, web server logs, and web beacons. The networks use this information to show you advertisements that may be tailored to your individual interests.

How do I access and correct my Personal Information?

You may have the right to access, correct, or delete your Personal Information under applicable state law. Please see the **Your State Privacy Rights** section for detailed information on how to exercise these rights. For users who have registered an account with us, you may also be able to review and change certain Personal Information by logging into your account profile.

IV. Your State Privacy Rights

Residents of certain states, including Connecticut, Massachusetts, New Hampshire, New Jersey, and New York, have rights with respect to their Personal Information. The rights described below may apply to you, depending on your state of residence.

- **Right to Access:** You have the right to confirm whether we are processing your Personal Information and to access that information, including the categories of Personal Information we process and the categories of third parties with whom we share it.
- **Right to Correct:** You have the right to request that we correct inaccuracies in your Personal Information.
- **Right to Delete:** You have the right to request that we delete the Personal Information we have collected about you.
- **Right to Data Portability:** You have the right to obtain a copy of your Personal Information in a portable and, to the extent technically feasible, readily usable format.
- **Right to Opt-Out:** You have the right to opt out of the processing of your Personal Information for the purposes of:
    - Targeted advertising;
    - The “sale” of your Personal Information (as defined under applicable state law); or
    - Profiling in furtherance of decisions that produce legal or similarly significant effects concerning you.

How to Exercise Your Rights

We do not sell Personal Information in the traditional sense (i.e., for money). However, because the definition of "sale" under some state laws is broad and may include sharing information for advertising purposes, we provide the right to opt out.

To exercise your right to opt-out of the processing of your Personal Information for targeted advertising or "sale," please contact us by emailing PrivacyOfficer@professionalpt.com.

Appeals Process

If we deny your request, you may appeal our decision by contacting us at privacyofficer@professionalpt.com within a reasonable period after you receive our decision. In your appeal, please provide details about why you are appealing the decision. We will respond to your appeal in accordance with applicable law. If your appeal is denied, we will provide you with a method to contact your state's Attorney General to submit a complaint.

V. Who may use the Services?

StarPro operates subject to state and federal regulations. Our Platform is designed for use by individuals in the United States only. You represent that you are not a person barred from receiving the Services under the laws of the United States or other applicable jurisdictions in which you may be located. Access to and use of the Platform and/or the Services is limited exclusively to users located in states within the United States where the Services is/are available. The Platform and/or the Services are not available to users located outside the United States. Accessing the Platform and/or obtaining the Services from jurisdictions where content is illegal, or where we do not offer the Platform and/or the Services, is prohibited.

VI. Privacy of Minors and Children

This section explains our practices regarding information from minors (individuals under 18) and children (individuals under 13), distinguishing between information collected on our public-facing Platform and information collected for the provision of healthcare services.

1. Public Platform and COPPA Compliance

Our public-facing Platform (our website, marketing materials, and non-patient portions of our Secure Platform) is intended for a general audience and is not directed to children under the age of 13.

- **Prohibition of Use**: We do not knowingly collect, use, or disclose any "Personal Information" (as defined by the Children's Online Privacy Protection Act, "COPPA") from children under 13 via our public Platform without verifiable parental

consent. The creation of a user account or use of our general, non-clinical services is limited to individuals 18 years of age or older.

- **Inadvertent Collection**: If we learn that we have inadvertently collected Personal Information from a child under 13 on our public Platform, we will take all reasonable measures to delete that information from our systems.

- **Parental Rights**: If you are a parent or guardian and believe your child under 13 has provided us with Personal Information on our public Platform, please contact us at **PrivacyOfficer@professionalpt.com.**

2. Patient Care for Minors and HIPAA

We provide healthcare services to minors, including those under the age of 13.

- **Protected Health Information (PHI)**: When a minor becomes a patient, the information we collect in the course of providing care is considered Protected Health Information (PHI).

- **HIPAA Governance**: The collection, use, and disclosure of a minor patient's PHI is not governed by this Privacy Notice. Instead, it is governed by the Health Insurance Portability and Accountability Act (HIPAA) and our **Notice of Privacy Practices (NPP)**, which will be provided to the parent or legal guardian at the start of care.

- **Parental Consent for Treatment**: We will obtain the necessary consent from a parent or legal guardian before providing care to a minor, in accordance with applicable state and federal law. All rights regarding a minor's PHI are detailed in the NPP.

VII. Does StarPro respond to Do Not Track signals?

Some web browsers or plug-ins offer "Do Not Track" or "Global Privacy Control" (GPC) signals. For jurisdictions that require it, we treat GPC signals as a valid request to opt out of the sale or sharing of your Personal Information for targeted advertising.

VIII. Data Security

We have taken steps and implemented administrative, technical, and physical safeguards designed to protect your Personal Information against the risk of accidental, intentional, unlawful, or unauthorized access, alteration, destruction, disclosure, or use. These measures include, but are not limited to, data encryption, conducting risk assessments, and internal policies to manage data handling.

The Internet is not 100% secure and we cannot guarantee the security of information transmitted through the Internet. Where you have been given or you have chosen a password, it is your responsibility to keep this password confidential.

The sharing and disclosing of information via the internet is not completely secure. We strive to use best practices and industry standard security measures and tools to protect your data. However, we cannot guarantee the security of Personal Information transmitted to, on, or through our Services. Any transmission of Personal Information is at your own risk. We are not responsible for the circumvention of any privacy settings or security measures contained on our Platform, in your operating system, or mobile device.

IX. Text Messaging

Informational Messages

By providing us with your mobile phone number for purposes such as account authentication or to receive updates about services you have requested (e.g., appointment reminders), you provide your express consent for us to send you informational, non-marketing text messages related to that purpose.

Marketing Messages

We will only send you automated marketing text messages if you have provided your prior express written consent. This consent will be obtained through a separate opt-in process where you will be asked to agree to the following (or similar language):

- *"By providing your number and opting in, you agree to receive recurring automated promotional and personalized marketing text messages from PPT at the mobile number provided. Consent is not a condition of any purchase. Message and data rates may apply. Message frequency varies. You can reply HELP for help or STOP to cancel at any time."*

Opting Out

You can withdraw your consent and opt out of receiving text messages at any time by replying **STOP** to any message you receive from us. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us.

Your Representations

By providing your mobile phone number, you represent that you are the owner or authorized user of the number and that you have the authority to agree to receive text messages at that number.

Protected Health Information (PHI)

As a reminder, Protected Health Information (PHI) should never be sent via text message. All communications containing PHI should only be sent and received through the Secure Portal.

X. Changes to our Privacy Notice

We may update our Privacy Notice periodically to reflect changes in our privacy practices, laws, and best practices. We will post any changes we make to our Privacy Notice on this page with a notice that the Privacy Notice has been updated on our Website's homepage. If we make material changes to our practices with regards to the Personal Information we collect from you, we will notify you by e-mail to the e-mail address specified in your account and/or through a notice on the Platform. The date this Privacy Notice was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically accessing the Platform and reviewing this Privacy Notice to check for any changes.

XI. Contact Us

If you have any questions, concerns, complaints or suggestions regarding our Privacy Notice or otherwise need to contact us, you may contact us at the contact information below.

How to Contact Us:

StarPro Physical Therapy
576 Broadhollow Road
Melville, NY 11747
Telephone: []
E-mail: privacyofficer@professionalpt.com