Website Privacy Policy

Effective as of April 1st, 2025

Table of Contents:

1. **Scope and Application**
   What and who this Policy covers
2. **Collection of Information**
   The sources of and methods by which we, our service providers and our advertisers collect information from and about you, including information about your interaction with the Sagent Behavioral Health services.
3. **Use and Disclosure**
   How we use the information we collect from and about you, and who we might share it with and why.
4. **Security**
   How we protect your information from loss or misuse
5. **User Access and Control**
   How you can access and control the information we maintain about you
6. **Other Important Information**
   Other things you should know about this Policy and how we handle your information
7. **Contact Us**
   How to contact Sagent Behavioral Health about this Policy

1) Scope and Application

Sagent Behavioral Health ("Sagent Behavioral Health" or "we" or "our") wants you to be familiar with how we collect, use and disclose information from and about you. This Privacy Policy describes our practices in connection with information collected, used or shared through services such as websites, mobile sites, applications ("apps"), and widgets (collectively, the "Sagent Behavioral Health Services") (unless a different policy is provided on a particular website or app, in which case such different policy shall control data collected through that particular website or app). By using Sagent Behavioral Health Services, you agree to the terms and conditions of this Privacy Policy.

We may update this policy periodically without prior notice. Those changes will apply to the information collected from the date the changes are published, as well as to the information we already hold.

As set forth in our Terms of Use, the Sagent Behavioral Health Services are for a general audience, are not targeted to children, and do not knowingly collect personal information from children under 13 years of age without the permission of a parent or guardian. Please contact us if you believe that a child has submitted personal information without the consent of a parent or guardian.

This Privacy Policy applies to all users, including both those who use the Sagent Behavioral Health Services without being registered or subscribing to a Sagent Behavioral Health Service and those who have registered with or subscribed to a Sagent Behavioral Health Service. This Privacy Policy applies to our collection and use of your personal information (i.e., information that identifies a specific person, such as full name or email address). It also describes generally our practices for handling non-personal information (for example, interests, demographics, and services usage).

Personal Information is information collected about you that identifies you as an individual and does not directly identify you as a patient. Personal information collected may include your gender, date of birth, name, email address, home address or other information unique to you but does not identify you as a patient.
Health information is information that identifies you as a current or former patient of Sagent Behavioral Health that relates to health care services, treatment, or payment for those services. Health Information is governed by the Sagent Behavioral Health Notice of Privacy Practices. Please visit the forms section of this website to review the Notice of Privacy Practices.

By providing personal information to us and/or using the Sagent Behavioral Health Services, you unconditionally consent and agree to the terms and conditions of this Privacy Policy. **If you do not consent to the collection and use of information from or about you in accordance with this Privacy Policy, then you may not use the Sagent Behavioral Health Services.**

2) Collection of Information

Sagent Behavioral Health and our service providers collect the following information from and about you:

Registration Information is the information you submit to register for a Sagent Behavioral Health Service, for example, to create an account, post comments, receive a newsletter or enter a contest or sweepstakes. Registration Information may include, for example, name, email address, gender, zip code and birthday. Sagent Behavioral Health may allow for multiple profiles to be set up under one account. If this occurs, we may collect the information you provide to us if you create a profile.

Other Voluntarily Provided Information. Sagent Behavioral Health may collect the information you provide to us when you respond to surveys, set your preferences, contact Sagent Behavioral Health through customer service or by other means, or participate in promotions that Sagent Behavioral Health may offer from time to time. Sagent Behavioral Health also may collect the information you provide to us when you place an order on a Sagent Behavioral Health Service. This information is used to provide the products and services that you have ordered or requested and to provide customer service. This information also may be used to contact you about sales, special offers and new website features unless you have opted not to receive promotional communications in connection with this Sagent Behavioral Health Services. We may

also ask you to provide us with demographic information, information regarding your interests or similar information. Providing us with information about yourself is voluntary, and you can always choose not to provide certain information, but then you may not be able to take advantage of or participate in some of the Sagent Behavioral Health Services' features.

Activity Information. When you access and interact with the Sagent Behavioral Health Services, Sagent Behavioral Health and its service providers may collect certain information about those visits. For example, in order to permit your connection to the Sagent Behavioral Health Services, our servers receive and record information about your computer, device, and browser, including potentially your IP address, browser type, and other software or hardware information. If you access the Sagent Behavioral Health Services from a mobile or other devices, we may collect a unique device identifier assigned to that device, geolocation data (including your precise location), or other transactional information for that device.

Data Collected Through Cookies and Similar Technologies. Like many online services, we use various technologies to collect usage data and store preferences. These technologies are discussed below. We collect such data in order to provide you with our services and to further develop, customize and improve the services.

- Cookies and other tracking technologies are comprised of small bits of data to help improve our site for visitors. Cookies are not personal information. Sagent Behavioral Health's websites, apps, and other services send this data to your browser when you first request a web page and then store the data on your computer or other devices so the website or app can access information when you make subsequent requests for pages from that service. These technologies may also be used to collect and store information about your usages of the Sagent Behavioral Health Services, such as pages you have visited, the video and other content you have viewed, search queries you have run and advertisements you have seen.

- Third parties that support the Sagent Behavioral Health Services by serving advertisements or providing services, such as allowing you to share content or tracking aggregate Sagent Behavioral Health Services usage statistics, may also use these technologies to collect similar information when you use the Sagent Behavioral Health Services (such as websites and emails) or third-party services. These third parties may also use these technologies, along with Activity Information they collect, to recognize you across the devices you use, such as a mobile device and a laptop or other computer. Sagent Behavioral Health does not control these third-party technologies and their use is governed by the privacy policies of third parties using such technologies. For more information about third-party advertising networks and similar entities that use these technologies, including your choices with respect to them, see the section entitled "To deliver relevant advertisements," below.

- Most browsers are initially set to accept cookies, but you can change your settings to notify you when a cookie is being set or updated, or to block cookies altogether. Please consult the "Help" section of your browser for more information. Please note that by blocking any or all cookies you may not have access to certain features, content or personalization available through the Sagent Behavioral Health Services. If you would like more information about how to opt out of having this information collected and used, visit the National Advertising Network Some ad servers will allow you to opt-out information collected through the use of cookies. You must do this with each individual site or opt out of multiple sites by visiting the National Advertising Network.

- We collect connectivity, technical and aggregated usage data as part of the provision of our Services. This includes data such as IP addresses, non-identifying data regarding a device, operating system, browser version, locale and language settings, the cookies installed on such device, session logging, referring or exit pages, and date/time stamps, and the activity (clicks, browsing, and other interactions).

Information from Other Sources. We may supplement the information we collect with information from other sources, such as publicly available information about your online and offline activity from social media services, commercially available sources and information from our Company Affiliates or business partners. Examples of this may include information (whether identified, de-identified or anonymous, and whether collected online or offline) about your interests, demographic data, purchasing behavior, and your activities online (such as websites visited and advertisements viewed.

Do Not Track Signals. At this time, we do not respond to browser 'Do Not Track' (DNT) signals, that you can set through your browser settings, as we await the work of interested stakeholders and others to develop standards for how such signals should be interpreted, we may not be able to accept DNT signals. These signals are intended to provide users an opportunity to opt-out from collecting visitor activity over time.

3) Use and Disclosure

- **To provide and manage the Sagent Behavioral Health Services.** We use the information we collect from and about you to provide the Sagent Behavioral Health Services and features to you, including to measure and improve those Sagent Behavioral Health Services and features and to develop new products and services; to improve your experience with both online and off-line Sagent Behavioral Health Services by delivering content you will find relevant and interesting, including advertising and marketing messages; to provide you with customer support and to respond to inquiries. In order to provide you with content and advertising that is more interesting and relevant to you, we may use the information from and about you to make inferences and predictions about your potential areas of interest. When the information collected from or about you

does not identify you as a specific person, we will not use that information for any purpose or share it with third parties, to the extent permitted by applicable law.

- **To allow service providers to assist us in providing and managing Sagent Behavioral Health Services.** The information we collect from and about you may be made available to certain third-party service providers, such as contractors, analytics and other measurement companies, product customization companies, order fulfillment and shipping companies, agents or sponsors, who help us analyze and understand your use of the Sagent Behavioral Health Services, and manage and/or provide the Sagent Behavioral Health Services.

- **To provide co-branded services and features.** We may offer co-branded services or features, such as contests, or other promotions together with a third party ("Co-Branded Services"). These Co-Branded Services may be hosted on Sagent Behavioral Health Services or on the third party's service. By virtue of these relationships, we may share the information you submit in connection with the Co-Branded Service with the third party. The third party's use of your information will be governed by the third party's privacy policy.

- **To deliver relevant advertisements.** Sagent Behavioral Health and our service providers may use the information we collect from and about you as described in this Privacy Policy to deliver relevant ads to you when you use the Sagent Behavioral Health Services or another service (on any of your devices). As noted above, third-party advertising networks and advertisers or other parties may use cookies and similar technologies (including unique identifiers) to collect and track information such as demographic information, inferred interests, aggregated information, and information about the different devices you use and your activity on such devices, to assist them in delivering advertising that is more relevant to your interests and to obtain analytics—both on and off the Sagent Behavioral Health websites. The information may also be used to deliver more relevant advertising to you across marketing channels, including email. To find out more about third-party advertising networks and similar entities that use these technologies, see aboutads.info. If you would like to opt-out of such ad networks' and services' advertising practices on the particular device on which you are accessing this policy, go to http://optout.aboutads.info/ to opt-out in desktop and mobile web browsers. Our mobile apps contain "software development kits" or "SDKs" from third-party ad partners that our third-party ad partners use to collect mobile advertising IDs for interest-based advertising within our app and on other apps. You may download the AppChoices app a www.aboutads.info/appchoices to opt-out of interest-based advertising in mobile apps or activate the limit ad tracking or similar setting on your mobile device.

- **To contact you.** Sagent Behavioral Health may periodically send promotional materials or notifications related to the Sagent Behavioral Health Services. If you want to stop receiving promotional materials, you can change your account

setting [describe an applicable way to opt-out] or follow the unsubscribe instructions at the bottom of each email. There are certain service notification or other non-promotional emails that you may not opt-out of, such as notifications of changes to the Sagent Behavioral Health Services or policies. If you have installed a mobile app and you wish to stop receiving push notifications, you can change the settings either on your mobile device or through the app.

- **To share with our Company Affiliates.** Sagent Behavioral Health may share your information with Sagent Behavioral Health Affiliates for the purposes described in this Privacy Policy. A link to a website that lists Sagent Behavioral Health Affiliates can be found at the beginning of this policy. Users who visit Sagent Behavioral Health Affiliates' services should still refer to their separate privacy policies, which may differ in some respects from this Privacy Policy.

- **To share with business partners.** Sagent Behavioral Health may share your information with business partners to permit them to send you marketing communications consistent with your choices.

- **To protect the rights of Sagent Behavioral Health and others.** There may be instances when Sagent Behavioral Health may use or disclose your information, including situations where Sagent Behavioral Health has a good faith belief that such use or disclosure is necessary in order to: (i) protect, enforce, or defend the legal rights, privacy, safety, or property of Sagent Behavioral Health, our Company Affiliates or their employees, agents and contractors (including enforcement of our agreements and our terms of use); (ii) protect the safety, privacy, and security of users of the Sagent Behavioral Health Services or members of the public; (iii) protect against fraud or for risk management purposes; (iv) comply with the law or legal process; or (v) respond to requests from public and government authorities.

- **To complete a merger or sale of assets.** If Sagent Behavioral Health sells all or part of its business or makes a sale or transfer of its assets or is otherwise involved in a merger or transfer of all or a material part of its business (including in connection with a bankruptcy or similar proceedings), Sagent Behavioral Health may transfer your information to the party or parties involved in the transaction as part of that transaction.

- **Other Uses.** We may also use the information we collect for any other uses in accordance with our Terms of Use and any other purpose that is disclosed to you at the time we collect the information or that is related to a request made by you.

- **Use of Aggregate or De-Identified Information.** In addition to the individual data uses described in this Privacy Policy, we may aggregate information about you and/or other individuals together, or otherwise "de-identify" the information about you (which means that the information does not identify you personally). We may also use de-identified information for any legitimate business purpose,

including for research and analysis, administration of the Sagent Behavioral Health Services, advertising (e.g., improving our targeting efforts, if applicable) and promotional purposes.

4) Security

Sagent Behavioral Health uses commercially reasonable administrative, technical, personnel and physical measures designed to safeguard information in its possession against loss, theft and unauthorized use, disclosure or modification. However, no one can guarantee the complete safety of your information. If you request services through this Sagent Behavioral Health Services, you will be asked to set up an account and provide an email address and password. You must provide an appropriate email address and password in order to access account information. In order to help protect your personal information further, you should be careful about providing your password to others. If you wish to cancel a password, or if you become aware of any loss, theft or unauthorized use of a password, please contact our customer service department via www.sagentbh.com/contact-us/.

5) User Access and Control

If you would like to access, review, correct, update, suppress, delete, or otherwise limit our use of your personal information you have previously provided directly to us, you may contact us as outlined in Section 7; or using the mechanisms provided below. In your request, please include your email address, name, address, and telephone number and specify clearly what information you would like to access, change, update, suppress, or delete. We will try to comply with your request as soon as reasonably practicable.
We give you many choices regarding our use and disclosure of your personal information for marketing purposes. We will try to comply with your request(s) as soon as reasonably practicable. You may opt-out from:

- **Opt-Out of Promotional Communications:** If you no longer want to receive marketing-related emails from us on a going-forward basis, you may opt-out of receiving these marketing-related emails by following the unsubscribe instructions in the email. Please note that you cannot opt-out from receiving all communications from Sagent Behavioral Health, including administrative messages, service announcements, and messages regarding the terms and conditions of your account because those may contain important information.

- **Our sharing of your personal information with Company Affiliates for their marketing purposes:** If you would prefer that we do not share your personal information on a going-forward basis with Sagent Behavioral Health Affiliates for their direct marketing purposes, you may opt-out of this sharing via: www.sagentbh.com/contact-us/. We will try to comply with your request(s) as soon as reasonably practicable.

- **Our sharing of your personal information with business partners for their marketing purposes:** If you would prefer that we do not share your personal information on a going-forward basis with business partners for their direct marketing purposes, you may opt-out of this sharing via: www.sagentbh.com/contact-us/. We will try to comply with your request(s) as soon as reasonably practicable.

- **Additional Choices for California Residents**
    - If you are a California resident, you may be entitled to request certain information regarding our disclosure, if any, of personal information (such as your name and contact information) to third parties who wish to contact you or send you promotional information about their products and services directly (as compared to when the third party is acting on our behalf or you have provided your personal information as part of a co-promotion by Sagent Behavioral Health and the third party). If you are a California resident and would like to request a copy of information regarding our disclosure to third parties for their direct marketing purposes in the preceding calendar year, please send us a letter at Sagent Behavioral Health, 1900 Silver Lake Road, Suite 210, New Brighton, MN 55112, Attn: Legal Department.
    - If you are a California resident under the age of 18 and a registered user of the Sagent Behavioral Health Services, you may request and obtain removal of content or information you have publicly posted on the Sagent Behavioral Health Services. To make this request, please contact us via www.sagentbh.com/contact-us/ and include a detailed description of the specific content or information you would like to remove. Please note that this removal does not ensure complete or comprehensive removal of the content or information posted on the Sagent Behavioral Health Services by you as there may be circumstances in which the law does not require or allow removal.

6) Other Important Information

Updates to Privacy Policy. Sagent Behavioral Health may modify this Privacy Policy to reflect changes in the law or the Sagent Behavioral Health Services or for other reasons. Please look at the Effective Date at the top of this Privacy Policy to see when this Privacy Policy was last revised. Any changes to this Privacy Policy will become effective when we post the revised Privacy Policy on the Sagent Behavioral Health Services.

Location of Data. The Sagent Behavioral Health Services are hosted in and managed from the United States. If you are a user located outside the United States, you understand and consent to having any personal information (which may include information collected through the use of cookies and other technologies, as described above) processed in the United States or in any other country in which we have facilities or in which we engage service providers. The United States and other countries' data

protection laws may not be the same as those in your jurisdiction. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in the United States may be entitled to access your personal information.

Linked Services. The Sagent Behavioral Health Services may be linked to sites operated by unaffiliated companies and may carry advertisements or offer content, functionality, newsletters, or applications developed and maintained by unaffiliated companies. Sagent Behavioral Health is not responsible for the privacy practices of unaffiliated companies, and once you leave the Sagent Behavioral Health Services or click an advertisement you should check the applicable privacy policy of the other service.

In addition, Sagent Behavioral Health is not responsible for the privacy or data security practices of other organizations, such as Facebook, Tumblr, Twitter, Apple, Google, Microsoft or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider, or device manufacturer, including in connection with any information you disclose to other organizations through or in connection with the Sagent Behavioral Health Services.

Collection of Personal Financial Information by a Payment Service. In some cases, we may use an unaffiliated payment service to allow you to purchase a product or make payments ("Payment Service"). If you wish to purchase a product or make a payment using a Payment Service, you will be directed to a Payment Service webpage. Any information that you provide to a Payment Service will be subject to the applicable Payment Service's privacy policy, rather than this Privacy Policy. We have no control over and are not responsible for, any Payment Service's use of information collected through any Payment Service.

Data Retention. We will retain your information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or allowed by law.

Remember that even if you ask us to delete your personal information, copies of some information from your account may remain viewable in some circumstances where, for example, you have shared information with social media or other services. Because of the nature of caching technology, your account may not be instantly inaccessible to others. We may also retain backup information related to your account on our servers for some time after cancellation or your request for deletion, for fraud detection or to comply with applicable law or our internal security or recordkeeping policies. It may not always be possible to completely remove or delete all of your information due to technical constraints, or contractual, financial or legal requirements.

Sensitive Information. We ask that you not send us, and you do not disclose, any sensitive personal information (such as social security numbers, information related to racial or ethnic origin, religion or other beliefs, health, criminal background or trade union membership) on or through the Sagent Behavioral Health Services or otherwise.

Your use of the Sagent Behavioral Health Services is at your own risk. Sagent Behavioral Health urges you to take steps to keep your information safe by memorizing your password or keeping it in a safe place (separate from your account information), logging out of your account, and closing your web browser. In order to help us protect your information further, you should be careful about providing your password to others.

Whenever you give Sagent Behavioral Health sensitive or confidential information, Sagent Behavioral Health will take commercially reasonable steps to protect the information by establishing a secure connection with your web browser. Sagent Behavioral Health uses an industry-standard security protocol for encrypting sensitive information. Unfortunately, no security measures are perfect or impenetrable and data transmission over the Internet cannot be guaranteed 100% secure. We cannot and do not ensure or warrant the security of any information you transmit to Sagent Behavioral Health, and you do so at your own risk.

7) Contact Us

If you have questions about this Privacy Policy, please contact us at:

Email: qualityassurance@sagentbh.com

Mail:
Sagent Behavioral Health
1900 Silver Lake Road, Suite 110
New Brighton, MN 55112
Attention: Legal Department