

Laptis Privacy Policy

Last Updated: [9/15/2025]

Laptis (“we,” “us,” “our”) want you to be familiar with how we collect, use, and disclose personal information. This Privacy Policy describes how we handle personal information that we collect through our websites (including forms and surveys), including the provision of substance use treatment services; social media pages; online communications; and any other sites or services that link to this Privacy Policy (collectively, the “Services”). Our Website Privacy Policy applies solely to information that we collect directly from you through our website, applications, or services. It does not apply to information provided to us by your health insurance provider.

PERSONAL INFORMATION WE COLLECT

Here’s how we collect personal information in providing our Services.

Personal information we receive from you	
DATA CATEGORIES	EXAMPLES
Contact Details	First and last name, email address, mailing address, date of birth, Social Security number, and telephone number.
Account Information	Username and password.
User Content	Content you may create or share with us during our relationship, including posts on our social media pages and comment sections.
Preferences	Language, interests, and other feedback or preferences that you might express during your use of our Services.
Marketing Data	Choices regarding our newsletters, surveys, and other marketing displayed or provided to you, and preferred methods of receiving such promotional communication.
Relationship Information	Details of your communications with us and details of your claims, complaints, and queries in general.
Health Related Information	Medical history, mental health history, conditions, symptoms, allergies, medications, and health insurance.
Demographic Information	Sex, gender identity, race, ethnicity, height, weight, age, and other demographic information.
Social Drivers of Health Information	Housing status, employment status, criminal history, and other related information to social drivers of health.
Financial Information	Financial account information, payment mechanisms, and related materials.
Substance Use Information	Substance use history, substance use treatment information, and related materials and/or information.

We may also receive your contact details, health-related information, and/or substance use information from third parties with whom we partner, such as your insurance provider, or a health provider or facility.

Personal information collected automatically through your use of our Services	
DATA CATEGORIES	EXAMPLES
Online Activity Data	Pages or screens you viewed, how long you spent on a page or screen, navigation paths between pages or screens, information about your activity on a page or screen, access times, and duration of access, and whether you have opened our marketing emails or clicked links within them.
Device Information	Your device's operating system type and version, manufacturer and model, screen resolution, RAM and disk size, CPU usage, device type (e.g., phone, tablet), IP address, language settings, mobile device carrier, radio/network information (e.g., WiFi, LTE, 3G), and general location information.
Intake and Application Metadata	Application ID, intake status history, timestamps, number of faxes, number of emails, number of calls, and number of other outreach and communication methods.
We use the following tools for automatic data collection	
Cookies	Cookies are pieces of information stored directly on the device that you are using and allow us to collect information such as browser type, time spent on the Services, pages visited, language preferences, and other traffic data. We and our service providers may use the information for security purposes, to facilitate navigation, display information more effectively, conduct analytics, and personalize your experience. We do not currently respond to browser do-not-track signals. You can read more information about cookies at http://www.allaboutcookies.org/manage-cookies/index.html.
Local Storage Technologies	These technologies provide cookie-equivalent functionality but can store larger amounts of data, including on your device outside of your browser in connection with specific applications.

We need to collect personal information to provide the requested Services to you. If you do not provide the information requested, we may not be able to provide the Services. If you disclose any personal information relating to other people to us or to our service providers in connection with the Services, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Policy.

HOW WE USE PERSONAL INFORMATION

Here's an overview of how we use personal information in providing our Services.

PURPOSES	EXAMPLES
Administering the Services	To provide the Services to you, including arranging access to your account, verifying your information (including insurance eligibility), responding to your inquiries, fulfilling your requests, and sending you administrative information

	such as agreements to provide the Services and changes to our terms, conditions, and policies.
Operations and General Business	To conduct our operations (such as troubleshooting, diagnostic testing, performance analyses of our systems and Services, testing of new system features to evaluate their impact, system and log maintenance, technical support, system debugging, and hosting data) and to facilitate mergers, acquisitions, and other reorganizations and restructurings of our business (including prospective transactions).
Marketing	To send you our newsletters, publications, updates, and invitations that we think may be of interest to you.
Relationship Building and Engagement	To respond to any posts on our social media pages and to conduct other user relationship building activities.
Personalizing Our Services	To personalize our interactions with you.
Improving and Developing Our Services	To conduct data analysis, to monitor and analyze use of our Services, to use data analytics to improve the efficiency of our Services, to develop new features, to enhance, improve, repair, maintain, or modify our Services, to identify usage trends, to understand which parts of our Services are most interesting to users, to determine the effectiveness of our promotional campaigns, and for other similar purposes.
Aggregation and/or Anonymization	We may anonymize and aggregate personal information that does not identify you or another individual and use and share such data for our own business purposes.
Security and Fraud Prevention	To conduct audits, to verify that our internal processes function as intended and are compliant with legal, regulatory, or contractual requirements, to monitor for and prevent fraud, and for security purposes, including maintaining system security.
Legal and Compliance	To fulfill our legal and compliance-related obligations, including complying with applicable laws, complying with legal processes, responding to requests from public and government authorities, meeting national security or law enforcement requirements, complying with requirements set by industry-specific supervisory bodies, enforcing our terms and conditions and standards, protecting our operations, protecting the rights, privacy, or property of our business, responding to auditors, pursuing available legal remedies, making insurance claims, defending claims, and limiting the damages that we may sustain.

HOW WE DISCLOSE PERSONAL INFORMATION

Here are the types of entities to which we may disclose personal information in providing the Services.

Service Providers	We use service providers that provide hosting, information technology, customer support, email and communications delivery, and analytics services for the purposes listed above.
Treatment Center Partners or Payors	With your consent we may share data to treatment center partners or payors to coordinate care.

Government Agencies or Non-Profits	With your consent we may share data to government agency partners or nonprofits to coordinate care, or if otherwise required by law.
Professional Advisors	We use accountants, actuaries, auditors, experts, consultants, lawyers, banks, and financial institutions to support our business.
Authorities and Others	If we are required by law or legal process or if we deem the disclosure appropriate for other legal, compliance or fraud-prevention purposes, we may disclose personal information to law enforcement, public, regulatory, and government authorities, courts, or other entities that obtain valid subpoenas.
Other Online Services	When you interact with us, you may choose to share information and content on our social media pages and other online services.
Business Transferees	We may disclose or transfer your personal information to third parties such as acquiring entities and their advisors in the event of any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings).

SECURITY

We seek to use reasonable organizational, technical, and administrative measures to protect personal information within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please notify us immediately.

MARKETING CHOICES

We do not use your health information for marketing purposes without your explicit consent. If you have opted into non-health-related marketing, you may opt out at any time by contacting us.

You have choices regarding marketing-related communications. If you no longer want to receive marketing-related emails, text messages, or other communications from us on a going-forward basis, you may opt-out by following the unsubscribe instructions in any such message.

We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you opt out of receiving marketing from us, we may still send you important administrative messages, from which you cannot opt out.

THIRD-PARTY SERVICES

This Privacy Policy does not address, and we are not responsible for, the privacy, information, or other practices of any third parties. This includes any third party operating any website or service to which our Services link. The inclusion of a link on our Services does not imply endorsement of the linked site or service by us or by our affiliates.

In addition, we are not responsible for the information collection, use, disclosure or security policies or practices of other organizations, such as Facebook, Apple, Google, Microsoft or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider, or

device manufacturer, including with respect to any personal information you disclose to other organizations through or in connection with the Services or on social media.

THIRD-PARTY PAYMENT SERVICES

The Services may provide functionality allowing you to make payments or donations to us using third-party payment services. When you use such a service to make a payment, your personal information will be collected by such third party and not by us, and will be subject to the third party's privacy policy, rather than this Privacy Policy. We have no control over, and are not responsible for, this third party's collection, use, and disclosure of your personal information.

USE OF SERVICES BY MINORS

The Services are not directed to individuals under the age of thirteen (13), and we do not knowingly collect Personal Information from individuals under 13.

UPDATES TO THIS PRIVACY POLICY

The "Last Updated" legend at the top of this Privacy Policy indicates when this Privacy Policy was last revised. Any changes will become effective when we post the revised Privacy Policy on the Services.

CONTACTING US

If you have any questions about this Privacy Policy, please contact us at: andrew@laptis.io, kevin@laptis.io, or 847-828-1619.