

Website Privacy Policy

Effective Date: June 15, 2025

1. Introduction. Medican Service Company USA Inc., a California corporation ("Company", "we", "us", "our") is committed to protecting the privacy and security of users of our Medican Service Company website and services. This Website Privacy Policy ("Privacy Policy") outlines how we collect, use, disclose, and safeguard your information when you visit our website, in compliance with applicable United States privacy laws.

2. Information We Collect. We may collect the following categories of information:

- Personal Information (e.g., name, address, phone number, email)
- Health-related information (e.g., medical condition relevant for transport coordination)
- Payment information (e.g., credit card details only if authorized to process payment)
- Internet activity (e.g., IP address, browser type, pages visited)

3. How We Use Your Information. We use the collected information for the following purposes:

- To provide and manage medical transport services
- To process transactions
- To respond to inquiries and customer service requests
- To improve our website and user experience
- To comply with legal and regulatory obligations

4. Sharing and Disclosure. We may share your information with:

- Medical providers and transportation personnel involved in your care
- Payment processors
- NGOs
- Government agencies or authorities when required by law
- Our affiliates and service providers who support our business operations

We do not sell your personal information.

5. Data Security. We implement appropriate technical and organizational measures to protect personally-identifiable information against unauthorized access, disclosure, alteration, or destruction. However, no internet transmission is entirely secure.

6. Your Rights and Choices. Depending on your state of residence, you may have the right to:

- Request access to and deletion of your personal information
- Opt-out of data sharing or targeted advertising
- File a complaint with a regulatory authority

To exercise your rights, please contact us at the information provided below.

7. HIPAA Compliance. Certain information may be protected under the Health Insurance Portability and Accountability Act (“HIPAA”). We comply with HIPAA regulations for all applicable data and maintain Business Associate Agreements (“BAA”) where required.

8. Children’s Privacy. Our website is not intended for children under the age of 13. We do not knowingly collect information from children.

9. Cookies and Tracking Technologies. We may use cookies and similar technologies to enhance your browsing experience and analyze site traffic. You can modify your browser settings to disable cookies.

10. Third-Party Website. Our website may contain links to third-party sites. We are not responsible for their privacy practices and encourage you to read their privacy policies.

11. Updates to this Privacy Policy. We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date.

12. Contact Us. If you have questions about this Privacy Policy, please contact us:

Medican Service Company USA Inc.

Wilshire Boulevard, Beverly Hills, CA, 90210.

Email: usassist@medicanservicecompany.com

California Privacy Policy Supplement

1. Scope. This California Privacy Policy Supplement applies solely to visitors, users, and others who reside in the State of California ("consumers"). We adopt this supplement to comply with the California Consumer Privacy Act of 2018 ("CCPA"), as amended by the California Privacy Rights Act ("CPRA").

2. Categories of Personal Information Collected. We may collect the following categories of personal information:

- Identifiers (e.g., name, email address, phone number)
- Health information (relevant to transport coordination)
- Commercial information (e.g., services purchased)
- Internet activity (e.g., browsing history, interactions with the Site)
- Geolocation data
- Inferences drawn from other personal information

3. Purpose of Collection. We collect this information for the purposes described in our main Privacy Policy, including to:

- Provide and manage medical transport services
- Ensure safety and compliance
- Respond to inquiries
- Comply with legal obligations

4. Your California Privacy Rights. Under the CCPA/CPRA, California residents have the right to:

- Know what personal information we collect, use, disclose, and sell
- Request deletion of personal information
- Correct inaccurate personal information
- Opt-out of the sale or sharing of personal information
- Limit the use of sensitive personal information
- Not receive discriminatory treatment for exercising their rights

5. How to Exercise Your Rights. To exercise your California privacy rights, you may:

- Email us at: usassist@medicanservicecompany.com
- Submit a request through the Contact Us Page on our Website.

We may need to verify your identity before processing your request. Authorized agents may act on your behalf with proof of authorization.

6. Notice of Sale or Sharing. We do not sell or share personal information, including the personal information of minors under 16 years of age, as defined by California law.

7. Retention of Personal Information. We retain personal information for as long as reasonably necessary to fulfill the purposes for which it was collected, comply with legal obligations, and resolve disputes.

8. Contact Information. For questions or concerns about this California Privacy Policy Supplement, please contact:

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Wilshire Boulevard, Beverly Hills, CA, 90210.

Email: usassist@medicanservicecompany.com