



Privacy Statement

Effective Date: 1/1/2025

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Introduction

Minset AI is an Artificial Intelligence (AI) software company focused on applying AI to improve the efficiency of healthcare revenue cycle management; for example, in autonomous medical coding, propensity to pay and denials management.

We understand that you are aware of and care about your own personal privacy interests, and we take that seriously. This Privacy Notice describes Minset AI's policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We recognize that information privacy is an ongoing responsibility, and so we will from time to time update this Privacy Notice as we undertake new personal data practices or adopt new privacy policies.



Data Protection Officer

Minset AI is headquartered in Brookline MA, in the United States. Minset AI has appointed an internal data protection officer for you to contact if you have any questions or concerns about Minset AI's personal data policies or practices. If you would like to exercise your privacy rights, please direct your query to Minset AI's data protection officer. Minset AI's data protection officer's contact information are as follows:

Minset Data Protection Officer (DPO)
Minset LLC
1295 Beacon St STE 328
Brookline, MA 02446 United States
dpo@minset.ai

How we collect and use (process) your personal information

Minset AI collects personal information about its website visitors and customers. With a few exceptions, this information is generally limited to what a user may enter into the contact form:

- First name
- Last Name
- Email
- Industry Type
- Message Entered

We use this information to provide prospects and customers with services.

We do not sell personal information to anyone and only share it with third parties who are facilitating the delivery of our services.

From time to time, Minset AI receives personal information about individuals from third parties. Typically, information collected from third parties will include further details on your employer or industry. We may also collect your personal data from a third party website (e.g. LinkedIn)

Use of the Minset AI Website

As is true of most other websites, Minset AI's website collects certain information automatically and stores it in log files. The information may include internet protocol (IP) addresses, the region or general location where your computer or device is accessing the internet, browser type, operating system and other usage information about the use of Minset AI's website, including a history of the pages you view. We use this information to help us design our site to better suit our users' needs. We may also use your IP address to help diagnose problems with our server and to administer our website, analyze trends, track visitor movements, and gather broad demographic information that assists us in identifying visitor preferences.



Minset AI has a legitimate interest in understanding how members, customers and potential customers use its website. This assists Minset AI with providing more relevant products and services, with communicating value to our sponsors and corporate members, and with providing appropriate staffing to meet member and customer needs.

Cookies

1. WHAT ARE COOKIES?

A cookie is a small file of letters and numbers that may be stored on your browser or the hard drive of your computer when you visit our Platform. Cookies contain information about your visits to that Platform. A cookie is a small piece of data that a Platform asks your browser to store on your computer or mobile device. The cookie allows the Platform to "remember" your actions or preferences over time. Most browsers support cookies, but users can set their browsers to decline them and can delete them whenever they like.

2. WHY DO WE USE COOKIES?

Cookies are commonly used by Platforms to serve many different functions. We use cookies on our Platform to allow us to tailor our Platform to your needs and deliver a better and more personalized service. Cookies help us improve the performance of our Platform by enabling us to:

- Help you navigate between pages on the Platform efficiently
- Protect your security
- Remember information about your preferences and recognize you when you return to our Platform
- Allow us to customize our Platform according to your individual interests
- Measure how people are using our services in order to improve our services and browsing experience
- Personalize advertising and make the content more relevant for you
- Speed up your searches
- Make our Platform easier to use
- Generally give you a better online experience

Cookies are not unsafe or in themselves a threat to your online privacy, as we do not store sensitive information. The cookies used on our Platform never collect anything that personally identifies you, such as your name or address, and we never sell your details to any third parties.

3. HOW ARE COOKIES USED?



The web server providing the webpage can store a cookie on the user's computer or mobile device. An external web server that manages files included or referenced in the webpage is also able to store cookies. All these cookies are called http header cookies. Another way of storing cookies is through JavaScript code contained or referenced in that page.

Each time the user requests a new page, the web server can receive the values of the cookies it previously set and return the page with content relating to these values. Similarly, JavaScript code is able to read a cookie belonging to its domain and perform an action accordingly.

We use “analytics” cookies, which, in conjunction with our web server’s log files, allow us to calculate the aggregate number of people visiting our Platform and which parts of our Platform are most popular. This helps us gather feedback so that we can improve our Platform and better serve our users. We do not generally store any personal information that you provide to us in a cookie.

4. WHAT ARE DIFFERENT TYPES OF COOKIES?

First-party cookies – these are our own cookies set by our Platform, controlled by us and used to provide information about the usage of our Platform.

Third-party cookies – these are cookies from any other domain. We use a number of suppliers that may also set cookies on your device on our behalf when you visit our Platform to allow them to deliver the services they are providing.

5. HOW LONG DO COOKIES STAY ON YOUR COMPUTER?

Cookies that are used on a Platform may be either session cookies or persistent cookies.

- **Session cookies** are temporary cookies that remain on your device until you leave the Platform.
- **Persistent cookies** are stored on your hard drive until you delete them or they reach their expiry date. These may, for example, be used to remember your preferences when you use the Platform and recognize you on your return.

6. WHAT COOKIES DO WE USE?

Strictly Necessary cookies: Some cookies are essential for the operation of our Platform. These cookies are essential in helping you to move around our Platform and use the features, such as accessing secure areas of the Platform. We may use Strictly Necessary cookies to:

- Provide access to protected areas of a Platform
- Remember previously entered text so it's not lost if the page refreshes

Consent is not required for Strictly Necessary cookies, as they are required for us to provide the services requested by you.

Performance cookies: These cookies simply help us improve the way our Platform works. We utilize these cookies to analyze how our visitors use our Platform and to monitor our Platform performance. They tell us how people use each page, which ones are most commonly viewed, or whether any errors occurred. This allows us to provide a high-quality experience and quickly identify then fix any issues that arise. We may use Performance cookies to:

- Store preferences to see which method of linking between pages is most effective
- Enable web analytics to provide anonymous statistics on how our Platform is used
- To assist with error management in helping us improve the Platform by measuring any errors that occur
- Monitor ad response rates and see how effective our adverts are

You can delete or manage Performance cookies as instructed in the last section of this Cookie Policy.

Functionality cookies: We use Functionality cookies to allow us to remember your preferences. For example, we may store your geographic location in a cookie to ensure that we show you our Platform localized for your area. We also use Functionality cookies to provide you with enhanced services such as allowing you to watch a video online or comment on a blog. We may use Functionality cookies to:

- Remember settings you have applied such as layout, colors, font sizes and page backgrounds
- Remember if we've already asked you if you want to fill in a survey
- Detect if you have already seen a pop-up to ensure it doesn't get shown to you again
- Process a request from a user to submit a comment or blog or forum post

If you delete these Functionality cookies, any preferences or settings you selected will not be retained for later visits.

Targeting cookies: These cookies help us make sure the adverts you see on our Platform are relevant to you and your interests. Cookies may be placed on your device by our third-party service providers, which remember that you have visited a Platform in order to provide you with targeted adverts which are more relevant to you. However, we do not tell our advertisers who you are. We may use Targeting cookies to:

- Collect information about browser habits to target advertising
- Collect information about browser habits to target Platform content
- Provide links to social networks like Facebook
- Provide advertising agencies with information on your visit so that they can present you with adverts you may be interested in

7. HOW TO MANAGE YOUR COOKIES

Most Internet browsers are initially set up to automatically accept cookies. Unless you have adjusted your browser settings to refuse cookies, our system will issue cookies when you direct your browser to our Platform.

You can refuse to accept cookies by activating the appropriate setting on your browser. Please be aware that restricting the use of cookies may impact on the functionality of our Platform and you may be unable to access certain parts of our Platform. Depending on your browser, further information can be obtained via the following links:

- Firefox
- Internet Explorer
- Google Chrome
- Safari
- Opera

If you use different devices to access our Platform (e.g. your computer, mobile) you will need to ensure that each browser on each device is adjusted to suit your cookie preferences. Mobile phone users may have to refer to their handset manual for details on how to block cookies using their mobile browser.

8. CONSENT TO THE USE OF COOKIES ON THIS PLATFORM

By continuing to use our Platform, you are deemed to consent to our use of the cookies described in this Policy. If you do not consent to our Cookie Policy, then please read the next section of this policy entitled “Blocking Our Use of Cookies.”



9. BLOCKING OUR USE OF COOKIES

You as a user have the right to decline the use of cookies during your visit to our site. Whilst this is your right, it may result in you not being able to use all of the functionality of our site.

You can block our use of cookies by activating the settings in your browser. In order to use certain services offered through our Platform, your web browser must accept cookies. If you choose to withhold consent, or subsequently block cookies, some aspects of the Platform may not work properly and you may not be able to access all or part of our Platform.

The Help feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the Platform of its manufacturer.

Sharing information with third parties

The personal information Minset AI collects from you is stored in one or more databases hosted by third parties located in the United States. These third parties do not use or have access to your personal information for any purpose other than cloud storage and retrieval. On occasion, Minset AI engages third parties to send information to you, including information about our products, services, and events.



We do not otherwise reveal your personal data to non-Minset AI persons or businesses for their independent use unless: (1) you request or authorize it; (2) it's in connection with Minset AI-hosted and Minset AI co-sponsored conferences as described above; (3) the information is provided to comply with the law (for example, compelled by law enforcement to comply with a search warrant, subpoena, or court order), enforce an agreement we have with you, or to protect our rights, property or safety, or the rights, property or safety of our employees or others; (4) the information is provided to our agents, vendors or service providers who perform functions on our behalf; (5) to address emergencies or acts of God; or (6) to address disputes, claims, or to persons demonstrating legal authority to act on your behalf. We may also gather aggregated data about our services and website visitors and disclose the results of such aggregated (but not personally identifiable) information to our partners, service providers, advertisers, and/or other third parties for marketing or promotional purposes.

The Minset AI website connects with third party services such as Facebook, LinkedIn, Twitter and others. If you choose to share information from the Minset AI website through these services, you should review the privacy policy of that service. If you are a member of a third party service, the aforementioned connections may allow that service to connect your visit to our site to your personal data.

Transferring personal data to the U.S.

Minset AI has its headquarters in the United States. Information we collect about you will be processed in the United States. By using Minset AI's services, you acknowledge that your personal information will be processed in the United States. The United States has not sought nor received a finding of "adequacy" from the European Union under Article 45 of the GDPR. Pursuant to Article 46 of the GDPR, Minset AI is providing for appropriate safeguards by entering binding, standard data protection clauses, enforceable by data subjects in the EEA and the UK. These clauses have been enhanced based on the guidance of the European Data Protection Board and will be updated when the new draft model clauses are approved.

Depending on the circumstance, Minset AI also collects and transfers to the U.S. personal data with consent; to perform a contract with you; or to fulfill a compelling legitimate interest of Minset AI in a manner that does not outweigh your rights and freedoms. Minset AI endeavors to apply suitable safeguards to protect the privacy and security of your personal data and to use it only consistent with your relationship with Minset AI and the practices described in this Privacy Statement. Minset AI also enters into data processing agreements and model clauses with its vendors whenever feasible and appropriate. Since it was founded, Minset AI has received zero government requests for information.

For more information or if you have any questions, please contact us at dpo@minset.ai

Data Subject rights



The European Union's General Data Protection Regulation (GDPR) and other countries' privacy laws provide certain rights for data subjects. Data Subject rights under GDPR include the following:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right of data portability
- Right to object
- Rights related to automated decision making including profiling

This Privacy Notice is intended to provide you with information about what personal data Minset AI collects about you and how it is used.

If you wish to confirm that Minset AI is processing your personal data, or to have access to the personal data Minset AI may have about you, please contact us.

You may also request information about: the purpose of the processing; the categories of personal data concerned; who else outside Minset AI might have received the data from Minset AI; what the source of the information was (if you didn't provide it directly to Minset AI); and how long it will be stored. You have a right to correct (rectify) the record of your personal data maintained by Minset AI if it is inaccurate. You may request that Minset AI erase that data or cease processing it, subject to certain exceptions. You may also request that Minset AI cease using your data for direct marketing purposes. In many countries, you have a right to lodge a complaint with the appropriate data protection authority if you have concerns about how Minset AI processes your personal data. When technically feasible, Minset AI will—at your request—provide your personal data to you.

Reasonable access to your personal data will be provided at no cost. If access cannot be provided within a reasonable time frame, Minset AI will provide you with a date when the information will be provided. If for some reason access is denied, Minset AI will provide an explanation as to why access has been denied.

For questions or complaints concerning the processing of your personal data, you can email us at dpo@minset.ai. Alternatively, if you are located in the European Union, you can also have recourse to the European Data Protection Supervisor or with your nation's data protection authority.

Data storage and retention



Your personal data is stored by the Minset AI on its servers, and on the servers of the cloud-based database management services the Minset AI engages, located in the United States. Minset AI retains service data for the duration of the customer's business relationship with the company and for a period of time thereafter, to analyze the data for the company's own operations, and for historical and archiving purposes associated with the company's services. Minset AI retains prospect data until such time as it no longer has business value and is purged from the company's systems. All personal data that Minset AI controls may be deleted upon verified request from Data Subjects or their authorized agents. For more information on where and how long your personal data is stored, and for more information on your rights of erasure and portability, please contact us at: dpo@minset.ai

Children's data

We do not knowingly attempt to solicit or receive information from children.

Questions, concerns or complaints

If you have questions, concerns, complaints, or would like to exercise your rights, please contact us at:

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Brookline, MA 02446 United States
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