

Privacy Policy

Effective Date: May 14, 2021

This Privacy Policy describes the practices of Benevere Specialty Pharmacy, (“Benevere,” “we” or “us”) in connection with information collected through beneverepharmacy.com and other websites and mobile applications operated by us and from which you are accessing this Privacy Policy (the “Services”). By using the Services, you agree to the terms of this Privacy Policy. If you have any questions or concerns about this Privacy Policy, or about the way your information is collected and used, please call us toll-free at 1-855-344-8724. **This Privacy Policy only governs the beneverepharmacy.com website.**

To the extent that information collected through the Services is patient information provided to obtain pharmacy services, this information is governed by the Benevere Specialty Pharmacy Notice of Privacy Practices and not this Privacy Policy. If you have questions about which policy applies to information you have provided, please do not hesitate to contact us, or call us toll-free at 1-855-344-8724.

We may change this Privacy Policy. The “Effective Date” legend at the top of this page indicates when this Privacy Policy was last revised. Any changes will become effective when we post the revised Privacy Policy on the Services. Your use of the Services following these changes means that you accept the revised Privacy Policy.

Who May Use the Services

We do not knowingly collect personal information online from any person we know to be under the age of 13 and instruct users under 13 not to send us any information to or through the online Services without their parents’ consent.

The online Services are designed for users from, and are controlled and operated by us from, the United States. By using the Services, you consent to the transfer of your information to the United States or storage of your information in the United States, which may have different data protection rules than those of your country.

The Personal Information We Collect

We want you to understand how personal information you provide to us is collected and used. We collect and store your personal information when you provide it to us or to our service providers, such as in the following situations:

Contact Information: Benevere collects personal information from users of the Services who are interested in receiving information about our products or services, such as e-mail alerts, newsletters, and other notifications.

If you submit any personal information relating to other people 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.

Use and Disclosure of Personal Information

We use your personal information to respond to your requests, such as to fulfill your order, contact you with information about your order or prescriptions, send you email alerts, send you newsletters, and to provide you with related customer service. We may also use your information to send marketing communications and administrative information to you.

We may use and disclose your personal information to provide and coordinate the treatment and services you receive.

We may disclose your personal information to other third parties, such as pharmacies, doctors, hospitals, and other health care providers to assist them in providing care to you or for your care coordination. In some instances, uses and disclosures of your personal information for these purposes may be made through a Health Information Exchange or similar shared medical record or system.

We may use personal information to personalize your experience on the Services, including by presenting products and offers tailored to you, and for our business purposes, such as data analysis, audits, fraud monitoring and prevention, developing our Services and new products and services, determining the effectiveness of our promotional campaigns, and operating and expanding our business activities.

In the event that Benevere or some or all of our business, assets or stock are sold or transferred (including in connection with any bankruptcy or similar proceedings) or used as security, or to the extent we engage in business negotiations with third parties, personal information may be transferred to or shared with third parties as part of any such transaction or negotiation.

To the extent permitted by applicable law, we may provide personal information to our affiliated businesses or to our business partners, who may use it to send you marketing and other communications.

We may disclose personal information to our service providers, who provide services such as website hosting, data analysis, payment processing, order fulfilment, information technology and related infrastructure provision, customer service, email delivery, auditing, and other services.

We may disclose your personal information to law enforcement officials as permitted or required by law. In matters involving claims of personal or public safety or in litigation where the information is pertinent (including to allow us to pursue available remedies or limit the damages that we may sustain), we may use or disclose personal information, including without court process. We may also use or disclose personal information to enforce our terms and conditions, to protect our operations or those of any of our affiliates, or to protect our rights, privacy, safety or property and/or that of our affiliates, you, or others.

We may use and disclose personal information to investigate security breaches or otherwise cooperate with authorities pursuant to a legal matter.

We may use and disclose information that does not personally identify you (including the information described under “Cookies and Other Technologies,” below) for any purpose, except to the extent limited by applicable law. If we are required to treat such information as personal information under applicable law, then we may use it for all the purposes for which we use and disclose personal information.

We may combine information that does not personally identify you with personal information. If we do, we will treat the combined information as personal information as long as it is combined.

Links

The Services may contain links to, or otherwise make available, third-party websites, services, or other resources not operated by us or on our behalf (“Third Party Services”). These links are provided as a convenience only and do not constitute an affiliation with, endorsement or sponsorship of the Third Party Services. We recommend that you review the privacy policy of any third party to whom you provide personal information online.

In addition, we are not responsible for the information collection, use, disclosure, or security policies and practices of other organizations, such as Apple, Google, Microsoft, RIM, or any other app developer, app provider, operating system provider, wireless service provider, or device manufacturer.

Security

We seek to use reasonable physical, technical, and administrative safeguards 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 not secure, please immediately contact us in accordance with the "Contact Information" section below.

You are responsible for maintaining the confidentiality of your Services access information and password and for restricting access to your device, and you agree to accept responsibility for all activities that occur under your password.

Cookies and Other Technologies

Like many other websites and online services, we collect information about Services traffic and usage patterns through the use of cookies, Web server logs, and other, similar technologies. We use this information for various purposes, such as to ensure that the Services function properly, to facilitate navigation, to personalize your experience, to understand use of the Services, to diagnose problems, to measure the success of our marketing campaigns, and to otherwise administer the Services.

Cookies are small text files we transfer to your computer or other device. These small files help us to personalize content on our pages and provide programs like e-coupons. Your browser software can be set to reject or accept cookies. Instructions for resetting the browser are available in the Help section of most browsers.

Our use of cookies also allows us to collect and retain certain information about a website user, such as the type of Web browser used by our customer. Reviewing our Web server logs and our customers' use of our site helps us to, among other purposes, statistically monitor how many people are using our site and for what purpose.

Your IP address is a number that is automatically assigned to the computer that you are using by your Internet Service Provider. An IP address may be identified and logged automatically in our server log files whenever a user accesses the Services, along with the time of the visit and the page(s) that were visited. Collecting IP addresses is standard practice and is done automatically by many websites, applications and other services. We use IP addresses for purposes such as calculating usage levels of the Services, helping diagnose server problems, and administering the Services.

Tracking

You may manage cookies in your web browser. Your browser software can be set to reject or accept cookies. Instructions for resetting the browser are available in the Help section of most browsers.

We do not respond to browser do-not-track signals.

Fraudulent Sites, Spam & Phishing

Please be aware that there may be fraudulent websites that illegally use Benevere logos, and other aspects of the Benevere brand. Benevere is in no way associated with any fraudulent websites. These sites may circulate their presence on the internet via spam email, or through fraudulent phishing practices.

These sites have not been authorized by Benevere to use our name and we work aggressively to identify their source and have them shut down. If you are in receipt of this type of spam email, to help protect your privacy you should avoid replying to it or forwarding it to other people.

In addition to our official websites, Benevere works with a number of third parties that host websites and micro-sites that provide information and services to our customers. If you are concerned that a website or an email may be fraudulent, please contact us by phone at 1-855-344-8724 with your concerns.

Your Choices and Access

You can take yourself off our email list, by contacting Benevere toll-free at 1-855-344-8724.

You can request the removal or modification of the personal information you have provided to us by contacting Benevere toll-free at 1-855-344-8724. For your protection, we may only implement requests with respect to the personal information associated with the particular email address that you use to send us your request, and we may need to verify your identity and obtain information on the context in which you provided your personal information before implementing your request. We will try to accommodate your request as soon as reasonably practicable.

Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting such change or deletion. There may also be residual information that will remain within our databases and other records, which will not be removed.

Your California Privacy Rights

If you are our customer and a California resident, you may request that we provide you with certain information about the entities with which we have shared our customers' personal information for direct marketing purposes during the preceding calendar year. To do so, please write to us at ConsumerPrivacy@cvshealth.com.

Deidentified Patient Information

In addition to personal information, we may sell or disclose patient and/or member information that has been deidentified as permitted by law. To the extent we sell or share such deidentified patient and/or member information, we do so pursuant to one of the deidentification methodologies described in Section 164.514(b)(1) or (b)(2) of Title 45 of the Code of Federal Regulations, commonly known as the HIPAA expert determination method and the HIPAA safe harbor method, respectively.

Contact Information

If you have any questions or concerns about this statement, or about the way your information is collected and used, please call us toll-free at 1-855-344-8724.

If you have any questions about the content of this Privacy Policy, please contact the CVS Health Privacy Office at the following address:

CVS Health
Attn: Privacy Office
One CVS Drive
Woonsocket, RI 02895
(866) 443-0933

Date. This Notice is effective as of May 14, 2021.