

Emergency Medical Resolutions Inc. — Privacy Policy

Last Modified: August 1, 2026

Introduction

This Privacy Policy describes how Emergency Medical Resolutions Inc. and its subsidiaries and affiliates ("EMR", "we", "us" or "our") collect, use, store, and share your information when (1) you download, access, and/or use our mobile applications, including the OHPAH application for iOS and Android (our "Apps"); (2) you access and/or use our website and any other digital properties we own, including <https://ohpah.app/> ("Websites") or any services contained therein (together with the Apps, our "Services"); (3) you communicate with us in any manner, including by e-mail or telephone ("Communications"); and (4) we interact with certain third-party partners.

If you have any questions or wish to exercise your rights and choices, please contact us as set out in the [Contact Us](#) section below.

What Type of Information Do We Collect?

Depending on how you interact with our Apps, Websites and Services, the nature of our Communications, and how we may interact with certain third-party partners, we may collect the following information from and about you:

- **Basic Identifying Information.** Information you provide such as your full name, postal address, e-mail address, phone number, account name, username, and other similar identifiers.
- **Employment Information.** Information such as the department, agency, or company you work for, your station, unit, shift assignment, rank, job title or position, and your service dates.
- **Health and Wellness Information.** Information relating to your health, wellness, fitness, and occupational exposure, including information you log in our Apps and information you permit us to access from your device's health platform (such as Apple Health or Android Health Connect), which may include sleep, heart rate and heart-rate variability, respiratory rate, activity and workout data, energy expenditure, and similar metrics.
- **Occupational and Incident Information.** Information relating to your work in the fire and emergency medical services, including the calls and incidents you respond to, their type, timing, duration and assignment, protective equipment used and decontamination performed, shifts and check-ins, and related information derived from publicly broadcast emergency dispatch communications.
- **Registration Information.** Information in connection with your registration for events.
- **Biographic Information.** If you are a featured individual on our Websites or in our Apps, we may include biographies or other approved information about you.
- **Device Identifier and other Unique Identifiers.** Information such as your device identifier, internet

protocol (IP) address, cookies, beacons, pixel tags, and other unique identifiers.

- **Internet or Other Network Activity.** Information such as your browsing or search history, and other information regarding your interactions with our Apps, Websites, emails, and advertisements, including diagnostic, crash, and performance information.
- **Geolocation Data.** Information that permits us to determine your location so that we can determine how best to provide our Services to you, which may include precise location information collected from your mobile device, and location history generated while you use our Apps.
- **Commercial Information.** Information related to purchases, including information related to onsite or partner site purchases.
- **Business Information.** Information such as the name of your business, account, and related information.
- **Payment Information.** Including information related to payments. Please note that we may use one or more payment processors to process payments on our behalf, and we will only receive limited information that you provide in connection with your payments as necessary to fulfill your order. For more information, please see the section [Payment Processor](#) below.
- **Demographic Information.** Information such as your age, gender, and other demographic characteristics you choose to provide.
- **User Content.** Information such as your Communications with us and any other content you provide, such as social media profiles, images, videos, survey responses, comments, testimonials, feedback submitted through our Apps, and other content.
- **Audio and Visual Information.** Information such as photographs, images, videos, and recordings of your voice (such as when we record customer service calls for quality assurance).
- **Inferences.** Information such as inferences, scores, trends, and summaries drawn from or created based on the information identified above.

You may choose to voluntarily provide other information to us that we do not request, and, in such instances, we have no control over what categories of personal information such disclosure may include. Any additional information provided by you to us is provided at your own risk. Please do not send us information about patients.

How Do We Collect Your Information?

We collect your information in four ways: (1) directly from you when you use our Apps and Websites, engage with our Services, or Communicate with us; (2) automatically using online and in-app technologies when you engage with our Apps, Websites, Services, and Communications; (3) from your device, where you have granted the applicable permission; and (4) from our third-party partners and from publicly available sources.

- **Directly from you.** We collect information directly from you when you enter your information in our Apps or on our Websites, sign-up for an account with us, access our content, log your calls, shifts, or activities, take a survey or a poll or enter a contest, use our Apps, Websites and Services, engage in Communications with us, or sign-up to receive newsletters, emails, text messages, or certain other

Communications from us.

- **Automatically Using Online and In-App Technologies.** When you use our Apps, visit our Websites, open or click on emails we send you or related Communications, or interact with our advertisements, we or other third parties may automatically collect certain information about you using tracking and diagnostic technologies such as cookies, pixels, web beacons, software development kits, crash- and error-reporting tools, and related technologies. For more information, see [Cookies and Related Online Tracking Technologies](#) below.
- **From Your Device, With Your Permission.** Where you grant the applicable operating-system permission, we may collect information from your device, including health and fitness data from Apple Health or Android Health Connect, location data, and notification tokens. You may review or revoke each of these permissions at any time in your device settings.
- **From Our Partners and Public Sources.** We may collect information from our third-party partners, such as data analytics providers, marketing providers, fraud prevention service providers, licensors, and vendors that provide services, and from publicly available sources, including publicly broadcast emergency dispatch communications obtained under license.

Cookies and Related Online Tracking Technologies

We and our third-party partners may use cookies (which may include necessary cookies (i.e., cookies necessary for you to browse our Websites), preferences cookies (i.e., cookies about how you have used our Websites in the past), and statistics cookies (i.e., cookies about how you use our Websites and Services, such as the links you click on)), pixels, web beacons, software development kits, and other similar online tracking technologies to gather information about you when you use our Apps and Websites, interact with some of our products, and engage with our Communications. Some of these technologies are used to maintain the security of our Apps and Websites, manage your account, prevent crashes, fix bugs, save your preferences, assist with basic functions, advertising, analytics, and other performance functions.

Our Websites may use analytics providers, such as Google Analytics, for analytics purposes. You can learn more about Google Analytics by visiting [How Google uses information from sites or apps that use our services](#).

Payment Processor

We may use one or more third-party payment processors to handle payment transactions. When you make a payment through our Services, your payment information is processed by the applicable payment processor and not by us. If you purchase through the Apple App Store or Google Play, the applicable platform acts as the payment processor for that transaction. Our payment processor will process the payment and then share with us limited data related to such transaction.

The processing of payments is subject to the privacy policies of the applicable payment processor, which we encourage you to review.

How Do We Use Your Information?

We use your information for a variety of purposes, including to:

- **Provide our Apps, Websites and Services to You.** We use your information to provide our Apps, Websites and Services to you, including to: (1) create and manage your account when you sign-up to use our Services; (2) facilitate your access and use of our Apps and Websites; (3) record, organize, and display the calls, shifts, exposures, health metrics, and other information you log or permit us to collect, and generate the scores, trends, and summaries derived from it; (4) send you notifications relating to your account and participation in our Services; (5) answer your Communications; and (6) perform other related business functions.
- **Communicate with You.** We use your information to engage in Communications with you, such as to respond to your requests, inquiries, issues, feedback, and to provide customer service.
- **Market and Advertise.** We use your information for marketing purposes, including sending marketing and promotional communications to you by email, text message, or postal mail, and to administer any sweepstakes and other contests we may offer. **We do not use health information obtained from Apple Health or Android Health Connect, or your precise location information, for marketing or advertising purposes.**
- **Conduct Analytics and Personalization.** We use your information to conduct research and analytics, including to improve our Apps, Websites and Services. We also use your information to understand your interaction with our Apps, Websites, advertisements, Services, and our Communications with you. We also use your information to personalize your experience, to save you time, to better understand your needs, and to provide personalized recommendations for our Services.
- **Support Research, Where You Consent.** Where you have given your consent, we may use and share your information in pseudonymized form to support occupational health, safety, and exposure research. Participation is voluntary, and you may withdraw your consent at any time.
- **Security and Fraud Prevention.** We use your information to detect, investigate, prevent, or take action regarding possible malicious, deceptive, fraudulent, or illegal activity, including fraudulent transactions. We also use your information to enforce our terms and procedures, prevent against security incidents, and prevent harm to other users of our Services.
- **Legal Obligations.** We use your information to comply with our legal and regulatory obligations, to establish and exercise our rights, and to defend against legal claims.
- **Business Functions.** We use your information to support our core business functions, including to maintain records related to business management, loss prevention, collecting amounts owed, and identifying and repairing errors or problems in the Apps and Websites.

We may use anonymized, pseudonymous, de-identified, or aggregated information so that it will no longer be considered personal information and use and disclose such information as permitted by applicable law.

How Do We Disclose Your Information?

We may disclose or share your information with affiliated and non-affiliated third parties, including:

- **With your Consent.** We may disclose or share your information with your consent, which may be obtained in writing; online, through "click-through" agreements; when you accept the terms of use in our Apps or on our Websites; orally, either in person or on the phone; or by other means.
- **In a Business Transfer.** We may disclose or share your information as part of a corporate business transaction, such as a merger or acquisition, joint venture, corporate reorganization, financing, or sale of company assets, or in the unlikely event of insolvency, bankruptcy, or receivership, in which case such information could be transferred to third parties as a business asset in the transaction.
- **To Non-Affiliated Third Parties.** We may disclose or share your information with certain non-affiliated third parties to facilitate your access and use of our Apps, Websites and Services, and to provide us with certain business functions, including but not limited to internet and cloud service providers, hosting and database providers, data analytics providers, transcription and language-processing providers, communications and messaging providers, crash- and error-reporting providers, payment processors, governmental entities, operating systems and platforms, and service providers who provide us a service (e.g., customer service, auditing, marketing, debugging to identify and repair errors that impair existing intended functionality, and/or protecting against malicious, deceptive, fraudulent, or illegal activity).
- **To Research Partners, With Your Consent.** Where you have opted in to research participation, we may share information in pseudonymized form with the research partners identified in our Apps.
- **For Legal Process and Protection.** We may disclose or share your information to satisfy any law, regulation, legal process, governmental request, or where we have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to: (1) enforce or apply our agreements; (2) protect our interests, property, or safety of others; (3) in connection with claims, disputes, or litigation; and (4) to protect our Apps and Websites. Where we are legally permitted to do so, it is our policy to notify you before responding to legal process seeking your information, and to object to demands we believe are overbroad or defective.
- **With Affiliates.** We share information with our related entities for business purposes such as customer support, marketing, product development, and technical operations.

We do not sell your personal information, and we do not disclose your health or precise location information to advertisers, data brokers, or resellers. Except as described in this Policy, we do not disclose the information you log in our Apps to your employer, department, or union.

How Do We Protect Your Information?

Although no system can guarantee the complete security of your information, we take all commercially reasonable steps to ensure your information is protected in alignment with all applicable laws and regulations, as appropriate to the sensitivity of your information. These measures include encryption of information in transit and at rest and access controls designed to limit access to your records.

In the event of a breach of security affecting your personal or health information, we will notify you and

the applicable regulatory authorities as and when required by applicable law.

How Long Do We Keep Your Information?

We keep your information for as long as is necessary in accordance with the purpose for which it was collected, our business needs, and our legal and regulatory obligations. Because the information you log in our Apps may support a claim or benefit determination many years after an exposure occurs, we generally retain it for the life of your account and for such period afterwards as is necessary for those purposes. If we dispose of your information, we will do so in a way that is secure and appropriate to the nature of the information subject to disposal.

Links To Third Party Sites

Our Apps, Websites and Services may contain links to third-party websites and services. Please note that these links are provided for your convenience and information, and the websites and services may operate independently from us and have their own privacy policies or notices, which we strongly suggest you review.

Your Choices

- **Updating your personal information.** The accuracy of the personal information we have about you is very important. To submit a request to update or correct your information, please contact us using the information below.
- **Accessing, exporting, and deleting your information.** You may request access to, an export of, or deletion of the information associated with your account, subject to our legal and regulatory obligations and any applicable legal hold. Certain information stored only on your device is not included in a server-side export.
- **Device permissions.** You may review or revoke the health, location, and notification permissions you have granted at any time in your device settings. Revoking a permission may limit or disable related features.
- **Research participation.** If you have consented to research participation, you may withdraw that consent at any time in the Apps. Withdrawal applies going forward and does not recall information already shared.
- **Cookies and Pixels.** Most browsers accept cookies by default. You can instruct your browser, by changing its settings, to decline or delete cookies. If you use multiple browsers on your device, you will need to instruct each browser separately. Your ability to limit cookies is subject to your browser settings and limitations. Please be aware that if you disable or remove tracking technologies some parts of the Services may not function correctly.
- **Do Not Track.** Our Websites may, from time to time, collect information about your online activities, over time and across our different websites. When you use our Websites, third parties may also collect information about your online activities, over time and across different internet websites, online or cloud computing services, online applications, or mobile applications. Some browsers support a

"Do Not Track" feature, which is intended to be a signal to websites that you do not wish to be tracked across different websites you visit. Our Websites do not currently change the way they operate based upon detection of a "Do Not Track" or similar signal.

- **Analytics.** Google provides tools to allow you to opt out of the use of certain information collected by Google Analytics at <https://tools.google.com/dlpage/gaoptout> and by Google Analytics for Display Advertising or the Google Display Network at <https://www.google.com/settings/ads/onweb/>.
- **Communication Preferences.** You can stop receiving promotional e-mails at any time by clicking on the "unsubscribe" link at the bottom of any promotional e-mail you receive from us. You can also stop receiving promotional postal mail by sending an e-mail to privacy@ohpah.app. Please note that you cannot opt-out of non-promotional emails, such as those about transactions or our ongoing business relations.

Your State Privacy Rights

Depending on where you reside, you may have additional rights with respect to your personal information under applicable state law, which may include the right to know what personal information we collect and how we use and disclose it, the right to access, correct, or delete your personal information, the right to opt out of the sale or sharing of personal information or of targeted advertising, the right to limit the use of sensitive personal information, and the right not to be discriminated against for exercising these rights. To exercise any of these rights, please contact us using the information below. We will verify your request before responding and will respond within the time period required by applicable law.

Children

Our Apps, Websites and Services are intended only for adults aged 18 and over and are not intended for children under the age of 13. This includes any links to other websites that we provide for our convenience. We don't knowingly collect the information of children under 13 for any reason. If your child or ward under the age of 13 has provided us with their personal information, please contact us at privacy@ohpah.app so that we may delete the personal information.

Changes To Our Privacy Policy

We may change this Policy from time to time. Any and all changes will be reflected on this page, and where appropriate provided in person or by another electronic method. The effective date will be stated at the top of this Policy. You should regularly check this page for any changes to this Policy.

Accessibility

To print a copy of this Privacy Policy, please click here: <https://ohpah.app/legal/privacy.pdf>

If you require a copy of this Privacy Policy in an alternative format, please [Contact Us](#).

Contact Us

If you have any questions or comments about this Privacy Policy, our data practices, or our compliance with applicable law, please contact us:

By email:

privacy@ohpah.app

By mail:

Emergency Medical Resolutions Inc.

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