

SOMA CARE PRIVACY NOTICE

Last Updated: December 8, 2025

This Privacy Notice describes how Soma Care, Inc. (“*Soma Care*,” “*we*,” or “*us*”) collects, uses, discloses, and otherwise processes information about you. This Privacy Notice applies to information we collect when you access or use our websites (collectively, the “*Website*”) or our chronic pain wellness and support services (together with the Website, the “*Services*”), or when you otherwise interact with us, such as through our customer support channels.

You can also find our Health Data Privacy Notice below.

This Privacy Notice is effective as of the “Last Updated” date above. We may change this Privacy Notice from time to time. If we make changes, we will notify you by revising the “Last Updated” date. Where required by law, we will notify you of changes through the Services or by other means.

COLLECTION OF INFORMATION

Information You Provide to Us

We collect information directly from you when you create an account, request customer support, or otherwise communicate with us. The categories of information we collect include:

- **Contact Information:** we collect your name, phone number, and email address.
- **Demographic Information:** we collect demographic information such as your age, race, ethnicity, family status, number of children, and income.
- **Health Data:** we collect information about your medical history that you choose to share with us, including information about your health conditions, the type and severity of your symptoms, any treatments you have undergone, and any medications you use.
- **Communication Information:** we collect information included in your communications with us, including in any free text or voice inputs you provide through the Website.

We may also collect any other information you choose to provide.

Information We Collect Automatically

We automatically collect the following categories of information:

- **Internet Activity Information:** we collect information about how you access our Website, including data about the device and network you use, such as your hardware model, operating system version, mobile network, IP address, unique device identifiers, and browser type. We also collect information about your activity on our Website and interaction with our communications, such as access times and browsing behavior (such as pages viewed and links clicked).
- **Information Collected by Cookies and Similar Tracking Technologies:** We use tracking technologies, such as cookies and pixels, to collect information about your interactions with our Website and communications. These technologies help us improve our Website and communications, see which areas and features are popular, count visits, and track clicks. You may be able to adjust your browser settings to remove or reject browser cookies. Please note that removing or rejecting cookies could affect the availability and functionality of our Services.

Information We Collect from Other Sources

We obtain information from other sources. For example, we may collect contact information and device identifiers from identity verification services, advertising networks, data analytics providers, and mailing list providers. Additionally, if you create or log into your Soma Care account through a third-party platform (such as Apple or Google), we may have access to certain information from that platform, such as your name and email address, depending on your platform settings. We may also collect information you share when you interact with us on social media platforms.

Derived Information

We may derive information or draw inferences about you based on the information we collect. For example, we may make inferences about your approximate location based on your IP address.

USE OF INFORMATION

We use the categories of information we collect for the following business and commercial purposes:

- **Service Delivery:** we use information to provide and maintain our Services, including to assess whether you are a good candidate for the Services and connect you with wellness and support resources.
- **Communication:** we use information to communicate with you about Soma Care and our Services, including to respond to your questions, inform you of price or Services changes, and send you other transactional or relationship messages.
- **Marketing and Advertising:** we use information to send direct marketing messages (including via email and automated text). You can opt out of direct marketing messages we send by following the instructions in those communications (such as by clicking “unsubscribe” in the emails or replying “STOP,” “END,” or “CANCEL” to the texts) or by reaching out via the “Contact Us” section below.
- **Research and Development:** we use information to monitor and analyze Website trends, usage, and activities, improve our Website and Services, develop new products and services, and generate de-identified or aggregated data.
- **Protection and Compliance:** we use information to detect, investigate, and help prevent security incidents and other malicious, deceptive, fraudulent, or illegal activity, help protect the rights and property of Soma Care and others, and comply with our legal and financial obligations.
- **Notice/Consent:** we may also use information in other circumstances after giving you notice and/or getting your consent.

DISCLOSURE OF INFORMATION

We disclose information as follows:

- **Vendors:** we disclose information to vendors, service providers, contractors and consultants that need this information to provide services to us, such as companies that assist us with web hosting, text/speech processing/summarization, customer service, analytics, and marketing and advertising.
- **Advertising Partners:** we disclose information to third parties for the purposes described in the Marketing and Advertising subsection above.
- **Professional Advisors:** we disclose information to our lawyers and other professional advisors where necessary to obtain advice or otherwise protect and manage our business interests.

- **Legal Authorities:** we may disclose information to legal authorities and others for the purposes described in the Protection and Compliance subsection above, including if we believe that disclosure is in accordance with, or required by, any applicable law or legal process, including lawful requests by public authorities to meet national security or law enforcement requirements and if we believe that your actions are inconsistent with our user agreements or policies, if we believe that you have violated the law, or if we believe it is necessary to protect the rights, property, and safety of Soma Care, our users, the public, or others.
- **Corporate Transactions:** we reserve the right to disclose information in connection with or during negotiations of certain corporate transactions, including the merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company.
- **Affiliates:** we reserve the right to disclose information between and among Soma Care and any current or future parents, affiliates, subsidiaries, and other companies under common control and ownership.
- **Consent:** we may disclose information when we have your consent or you direct us to do so.

We also disclose de-identified information that cannot reasonably be used to identify you.

TRANSFER OF INFORMATION

Soma Care is headquartered in the United States and we have operations and vendors in the United States and other countries. Therefore, we and our vendors may transfer your personal information to, or store or access it in, jurisdictions that may not provide equivalent levels of data protection to your home jurisdiction.

SOMA CARE HEALTH DATA PRIVACY NOTICE

Last Updated: December 10, 2025

This Health Data Privacy Notice supplements the Soma Care Privacy Notice and provides additional information about how we collect, use, and disclose health data as required by laws like Washington's My Health My Data Act and Nevada's Consumer Health Data Privacy Law.

COLLECTION OF HEALTH DATA

We collect information about your health conditions, medical history, type and severity of symptoms, or use of medications.

SOURCES OF HEALTH DATA

We collect health data directly from you when you create an account, complete a survey, request customer support, use the Website, or otherwise communicate with us.

USE OF HEALTH DATA

We collect and use health data for the following purposes:

- **Service Delivery:** to provide and maintain our Services, including to assess whether you are a good candidate for the Service and connect you with wellness and support resources.
- **Protection and Compliance:** to detect, investigate, and help prevent security incidents and other malicious, deceptive, fraudulent, or illegal activity, help protect the rights and property of Soma Care and others, and comply with our legal and financial obligations.

We may use health data for other purposes with your consent as required by law.

DISCLOSURE OF HEALTH DATA

We may disclose each of the categories of health data described above with the following categories of third parties:

- **Vendors:** vendors, service providers, contractors and consultants that need this information to provide services to us may access health data. For example, companies that assist us with web hosting, speech to text conversion, and customer service may need access to health data to provide those functions.
- **Legal Authorities:** we may disclose health data to legal authorities and others for the purposes described in the Protection and Compliance sub-section above, including if we believe that disclosure is in accordance with, or required by, any applicable law or legal process, including lawful requests by public authorities to meet national security or law enforcement requirements, if we believe that you have violated the law, or if we believe it is necessary to protect the rights, property, and safety of Soma Care, our users, the public, or others.
- **Corporate Transactions:** we reserve the right to disclose health data in connection with, or during negotiations of certain corporate transactions, including the merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company.
- **Affiliates:** we reserve the right to disclose health data between and among Soma Care and any current or future parents, affiliates, subsidiaries, and other companies under common control and ownership.
- **Consent:** we may disclose health data when we have your consent or you direct us to do so.

YOUR RIGHTS

You can access or delete your health data or withdraw consent to our processing of your health data, subject to certain exceptions. To exercise any of these rights, email support@getsomacare.com.

If we deny your request to exercise one of those rights, you may appeal that decision by emailing support@getsomacare.com. If your appeal is unsuccessful, you may be able to raise a concern or lodge a complaint with the Attorney General in your state. (Washington residents click [here](#) and Nevada residents click [here](#)).

CONTACT US

If you have any questions about this Privacy Notice, please contact us at support@getsomacare.com.