



Elevating Pharmacy

MedEdge Solutions Privacy Policy

This Privacy Policy explains how MedEdge Solutions, Inc. ("Company", "we") collects, uses, shares, and protects personal data in connection with our enterprise data platform, integrations, analytics, and related services (the "Services").

1. Scope and Roles

When we provide the Services to a business customer, we generally act as a "processor/service provider" and process Customer Data on the customer's documented instructions. We may act as a "controller/business" for personal data we collect for our own business operations (e.g., website accounts, sales, billing, and support).

2. Personal Data We Collect

We may collect:

- Account and contact data (name, email, company, role, phone).
- Authentication and access data (user IDs, SSO identifiers, MFA status).
- Usage and device data (logs, events, IP address, browser type, timestamps).
- Support and communications (tickets, emails, chat transcripts).
- Billing data (billing contact, invoice details; payment card data is handled by our payment processor, if applicable).
- Customer Data uploaded or connected to the Services by the customer (may include personal data, depending on customer use).

3. How We Use Personal Data

We use personal data to:

- Provide, secure, maintain, and improve the Services.
- Authenticate users and administer accounts.
- Process transactions and send service communications.
- Provide customer support and respond to requests.
- Monitor, prevent, and investigate security incidents and misuse.
- Comply with legal obligations and enforce our agreements.

4. How We Share Personal Data

We may share personal data with:



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- Service providers/subprocessors that help us deliver the Services (e.g., cloud hosting, analytics, ticketing), under contractual confidentiality and security obligations.
- Professional advisors (legal, accounting) where necessary.
- Authorities when required by law, or to protect rights, safety, and security.
- A successor entity in connection with a merger, acquisition, or asset sale (subject to appropriate safeguards).

5. International Transfers

If personal data is transferred across borders, we use appropriate safeguards as required by applicable law (for example, contractual protections and security controls).

6. Data Retention

We retain personal data only as long as necessary for the purposes described in this Policy, to comply with law, and to resolve disputes. Customer Data retention and deletion follow the applicable customer agreement and documented instructions.

7. Security

We maintain administrative, technical, and physical safeguards designed to protect personal data, including access controls, encryption, logging and monitoring, and incident response procedures. No method of transmission or storage is 100% secure, but we work to protect data using industry-standard security practices.

8. Your Choices and Rights

Depending on your location, you may have rights to access, correct, delete, or object to certain processing of your personal data. Customers control Customer Data and should direct end-user requests to the relevant customer administrator. You may also contact us at privacy@mededgesolutions.com.

9. Cookies and Similar Technologies

We may use cookies and similar technologies to operate our website and Services, understand usage, and improve performance. You can control cookies through your browser settings.

10. Children's Privacy



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The Services are not directed to children, and we do not knowingly collect personal data from children under 13 (or the applicable age in your jurisdiction).

11. Contact Us and Updates

If you have questions, contact us at privacy@mededgesolutions.com. We may update this Policy from time to time; the effective date will reflect the latest version.