

Updated Privacy Policy for Melospeech Inc.

We respect your privacy and are committed to protecting your personal information. This Statement of Privacy applies to www.melospeech.com and Melospeech Inc., and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Melospeech Inc. include www.melospeech.com and Melospeech®. By using the Melospeech website, you consent to the data practices described in this statement.

Collection of Your Personal Information

In order to better provide you with services, Melospeech may collect personally identifiable information, such as your:

- First and Last Name
- Mailing Address
- Email Address
- Phone Number
- Job Title
- Video Introductions (for potential employees only)

We do not collect personal information unless you voluntarily provide it to us. You may be required to provide certain information when using our services, such as registering for an account, sending us an email, or submitting payment information. We may use this information to communicate with you regarding services you have requested. Additional personal or non-personal information may be gathered in the future.

Use of Your Personal Information

Melospeech collects and uses your personal information to operate and deliver the services you have requested. We may also use your information to inform you of other services available from Melospeech and its affiliates.

Sharing Information with Third Parties

Melospeech does not sell or share your personal information with third parties for marketing purposes. We may share your information with trusted partners, such as regional centers, insurance providers, and other service providers, only with your explicit written consent. These third parties are prohibited from using your personal information except to provide services for Melospeech and are required to maintain its confidentiality.

Melospeech may disclose your information if required by law or to protect the safety and rights of users or the public.

10DLC Compliance

Melospeech uses your phone number to send SMS messages related to your inquiries and customer care topics. We only send messages to individuals who have contacted us first or have explicitly provided their phone number for communication purposes. We do not sell or share your phone number with third parties for marketing purposes.

- **Opt-Out:** Reply "STOP" to unsubscribe or "HELP" for assistance.
- **Message Disclosures:** Message frequency varies. Message and data rates may apply.
- **Data Security:** Your data is protected and retained only as needed.

Data Security

Melospeech secures your personal information from unauthorized access, use, or disclosure using encryption methods such as SSL. Additionally, all Protected Health Information (PHI) is securely stored in our HIPAA-compliant Electronic Medical Records (EMR) system or encrypted emails after onboarding. While we strive to protect your data, no transmission over the internet is guaranteed 100% secure.

Right to Deletion

Upon receiving a verifiable request, we will:

- Delete your personal information from our records.
- Direct service providers to delete your personal information.

Exceptions may include completing transactions, detecting security incidents, or complying with legal obligations. Additionally, certain records containing Protected Health Information (PHI) must be retained for a specific period as required by HIPAA regulations and other applicable laws.

Cookies Policy

The Melospeech website may use cookies to enhance your browsing experience. Cookies are small data files stored on your device. They help us analyze website traffic, remember user preferences, and improve site functionality. You can manage your cookie preferences through your browser settings. Declining cookies may impact some features of the site.

User Rights

Users of Melospeech services have the following rights regarding their personal information:

- **Access:** You can request access to the personal information we hold about you.
- **Correction:** You can request correction of inaccurate or incomplete information.
- **Deletion:** You can request deletion of your data, subject to exceptions noted above.
- **Lodging Complaints:** You have the right to lodge a complaint with regulatory authorities if you believe your data is not being handled properly.

Children Under Thirteen

Melospeech collects personally identifiable information from children under 13 for treatment purposes, with the consent of a legal guardian. If you are a parent and have questions, please contact us.

E-Mail Communications

Melospeech may contact you via email for announcements, reminders, surveys, or other communications. To stop receiving emails, you may opt out by replying STOP, CANCEL, or UNSUBSCRIBE.

External Data Storage

Your data may be stored on servers provided by third-party vendors with whom we have contracted.

International Users

If you are accessing our services from outside the United States, please note that your information will be processed in accordance with U.S. laws, which may differ from your country's data protection regulations.

Changes to This Statement

Melospeech reserves the right to update this Privacy Policy. We will notify you of significant changes by email, website notifications, or updates to the policy. Continued use of our services constitutes agreement to the updated policy.

Contact Information

If you have questions or comments regarding this Privacy Policy, please contact us:

Melospeech Inc. Email: hello@melospeech.com

Telephone: 951-234-7550

Effective Date: December 26, 2024