

Privacy Policy for NurseFlow.ai

Effective Date: April 6, 2026

NurseFlow.ai ("Company," "we," "us," or "our") is committed to protecting the privacy and security of the personal information of our users, including healthcare professionals and healthcare facilities (collectively, "Users" or "you"). This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you visit our website at www.getnurseflow.com or use our proprietary platform, NurseFlow.ai (the "Platform").

Please read this Privacy Policy carefully. By accessing or using the Platform, you agree to be bound by the terms described herein and all terms incorporated by reference.

1. INFORMATION WE COLLECT

We collect information that identifies, relates to, describes, or could reasonably be linked, directly or indirectly, with a particular consumer or device ("Personal Information").

A. Information Provided by Users

- **Registration Data:** Name, email address, physical address, phone number, and account credentials.
- **Healthcare Professional Information:** For healthcare professionals, we may collect names, contact information, resumes/CVs, clinical specialties, work history, education, licenses, certifications, credentialing documents, NPI numbers, references, and other professional qualification information. Where necessary for background checks, credentialing, onboarding, or payroll, we may also collect government identifiers (such as Social Security numbers), date of birth, and other verification data.
- **Facility Data:** Facility and administrator contact information, staffing requests and requirements, department/unit details, onboarding requirements, billing/contact information, rate and scheduling details, and facility-specific protocols.
- **Financial Information:** We use third-party processors (e.g., Stripe) to handle payment details. We do not store full credit card numbers on our servers.
- **Communications:** Any information provided through contact forms, support tickets, chat, or direct correspondence.

B. Information Collected Automatically

- **Usage Data:** IP addresses, browser types, device identifiers, operating systems, and page interaction data.
 - **Cookies and Tracking:** We use cookies, web beacons, and similar technologies to enhance user experience and analyze Platform performance.
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2. HOW WE USE YOUR INFORMATION

We use the information we collect for the following purposes:

- **Matching Services:** Utilizing advanced matching algorithms to pair qualified medical professionals with appropriate roles at healthcare facilities.
 - **Credentialing and Vetting:** Verifying licenses, certifications, and conducting background checks to ensure compliance with healthcare standards.
 - **Communication and Coordination:** Communicating with healthcare professionals and facilities regarding staffing requests, placements, scheduling, onboarding, credentialing status, and other Platform-related matters.
 - **Operational Delivery:** Facilitating travel nurse staffing, locums placement, per diem assignments, and emergency response team deployment.
 - **Payroll and Administration:** Processing payments and tax documentation through our partnership with Signature Back Office Solutions.
 - **Platform Improvement:** Enhancing the NurseFlow.ai interface, matching accuracy, and user experience.
 - **Communication:** Sending updates regarding assignments, platform changes, and promotional materials (where permitted).
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3. DISCLOSURE OF YOUR INFORMATION

We may share your Personal Information in the following circumstances:

- **With Healthcare Facilities:** Professional profiles, credentials, and work history are shared with potential employers/facilities to facilitate placement.
 - **With Third-Party Service Providers:** We share data with vendors who perform services on our behalf, including but not limited to:
 - **Stripe:** For payment processing and subscription management.
 - **Signature Back Office Solutions:** For payroll, tax withholding, and employment administration.
 - **Background Check Vendors:** To verify professional eligibility.
 - **Business Transfers:** In the event of a merger, sale of company assets, or acquisition, user information may be transferred as a business asset.
 - **Legal Compliance:** We may disclose information if required by law, subpoena, or to protect the rights, property, and safety of NurseFlow.ai, our users, or the public.
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4. DATA SECURITY

We implement industry-standard technical and organizational security measures to protect your Personal Information from unauthorized access, disclosure, alteration, or destruction. These measures may include administrative, technical, and physical safeguards such as access controls, least-privilege

permissions, monitoring, secure development practices, and encryption of data in transit and at rest, as appropriate. However, no method of transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security.

5. DATA RETENTION

We retain Personal Information for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. Professional credentialing data may be retained for extended periods to comply with healthcare regulatory standards.

6. YOUR PRIVACY RIGHTS

Depending on your jurisdiction, you may have the following rights regarding your Personal Information:

- **Access:** The right to request copies of your personal data.
- **Correction:** The right to request that we correct any information you believe is inaccurate.
- **Deletion:** The right to request that we erase your personal data, under certain conditions.
- **Opt-Out:** The right to opt-out of marketing communications.

To exercise these rights, please contact us at legal@getnurseflow.com.

7. THIRD-PARTY LINKS AND INTEGRATIONS

The Platform may contain links to third-party websites or integrations (such as Vars or Stripe). This Privacy Policy does not apply to those third-party services. We encourage you to review the privacy policies of any third-party sites you visit.

7A. HIPAA AND HEALTH INFORMATION CONSIDERATIONS

NurseFlow.ai is designed for healthcare staffing operations (e.g., matching, credentialing, onboarding, and related communications) and is not intended to collect or store patient medical records. To the extent we receive any health-related information in the course of staffing operations (for example, occupational health documents or other information that may be considered protected health information ("PHI") under the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations ("HIPAA")), we will handle such information consistent with applicable law and our role in the staffing workflow. Users should not submit patient PHI through the Platform unless expressly authorized in writing by the Company and only as necessary for legitimate staffing-related purposes.

8. CHILDREN'S PRIVACY

Our services are not intended for individuals under the age of 18. We do not knowingly collect Personal Information from children.

9. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We will notify you of any material changes by posting the new policy on this page and updating the "Effective Date."

10. CONTACT US

If you have any questions or concerns regarding this Privacy Policy, please contact:

NurseFlow.ai Attn: Privacy Department Website: www.getnurseflow.com Email: legal@getnurseflow.com