548 Market Street #88083
San Francisco CA 94104
www.insight-rx.com | info@insight-rx.com

InsightRX Navigator Privacy Notice

Effective Date: November 18th, 2026
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1. Who We Are and What This Notice Covers

This Privacy Notice explains how InsightRX, Inc. ("**InsightRX**," "**we**," "**us**") collects, uses, and shares personal information when you use InsightRX Navigator ("**Navigator**" or the "**Service**"). InsightRX decides how and why this information is processed and is responsible for it. Capitalized terms not defined here have the meanings given in the Navigator Terms of Use.

Navigator is offered only to trained, licensed healthcare professionals in the United States. It is not offered in the European Economic Area, the United Kingdom, or Switzerland, and it is not intended for patients.

This notice covers Navigator only. Our use of personal information on our websites and in our other products is described in the InsightRX Privacy Notice.

2. Information We Collect

Category	What it includes	Source
Account information	Name, email address, password (stored only in hashed form), profession, specialty, employer or practice setting, country and state	You
Professional verification	[National Provider Identifier (NPI), license number and issuing state], and the result of our verification check	You; public registries such as the NPPES NPI Registry and state licensing boards
Inputs and Output	Questions and other text you enter or dictate, files you upload, and the responses, suggestions, and citations Navigator generates	You; the Service
Voice input	Audio recorded only while you hold the voice input button, and the text transcript made from it	You
Feedback and support	Ratings, comments, bug reports, and messages you send us	You
Usage and device information	Log-in times, features used, actions taken, session data, IP address, browser and device type, error and performance logs	Collected automatically

2.1 **No patient-identifying information.** Navigator is not designed to receive protected health information, and the Terms of Use prohibit entering it. We do not intend to collect patient-identifying information. See Section 7.

2.2 **Sensitive information.** We do not ask for health information about you, and we do not collect precise geolocation. We use voice input only to convert your speech to text. We do not use your voice to identify you or create a voiceprint.

2.3 **Cookies.** Navigator uses only cookies and similar technologies that are needed to sign you in, keep your session secure, and remember your settings. [We do not use advertising cookies or third-party tracking in Navigator.]

3. How We Use Information

We use the information described above to:

- create and manage your account, and confirm that you are eligible to use Navigator;
- generate Output in response to your Inputs and show you your history;
- keep Navigator secure, including detecting and preventing fraud, misuse, and unauthorized access;
- monitor the safety and quality of Output, investigate reports of incorrect or unsafe Output, and fix problems [, which may include review of specific Inputs and Output by authorized InsightRX personnel];
- respond to your questions and support requests;
- send you service messages, such as security alerts and changes to our terms, and, with your permission where required, news about Navigator;
- improve Navigator using aggregated and de-identified information, such as response times, feature usage, and error rates; and
- comply with the law, enforce our Terms of Use, and protect our rights and the safety of others.

3.1 **No model training.** We do not use your Inputs or Output to train or fine-tune AI models, and neither do the service providers that host our AI models or transcribe voice input for us.

3.2 **No sale or advertising.** We do not sell your personal information, and we do not use it for targeted advertising.

4. How We Share Information

We share personal information only as follows:

- **Cloud hosting and AI models.** Navigator, including its AI models, runs in InsightRX's own environment with our cloud hosting provider, which processes data only to provide its services to us. Your Inputs and Output are not shared with the developers of the models.
- **Speech-to-text.** If you use voice input, your audio is sent to our speech-to-text service provider, which converts it to text and returns the transcript to Navigator. The provider keeps the audio only as long as needed to transcribe it and may not use it to train its models.
- **Other service providers** that help us operate Navigator, such as providers of [email delivery, sign-in and authentication, customer support, and professional license verification]. They may use personal information only to provide services to us.
- **Legal and safety.** When we believe in good faith that disclosure is required by law or legal process, or is needed to protect the rights, property, or safety of InsightRX, our users, patients, or others.
- **Business transfers.** To a buyer or successor in a merger, acquisition, financing, reorganization, or sale of assets, who must handle it consistently with this notice.
- **With your direction or consent.** For example, if you ask us to share information with your employer.

We do not share your Inputs, Output, or account information with your employer unless you ask us to or the law requires it.

5. Retention, Security, and Storage Location

Information	How long we keep it
Inputs and Output, including transcripts of voice input	[●] days from creation, unless you delete them sooner or we need them to investigate a safety report or security incident
Voice recordings	[Not stored by InsightRX.] Our speech-to-text provider keeps audio only as long as needed to transcribe it

Information	How long we keep it
Account and verification information	While your account is open, plus [12] months after it closes
Usage, security, and audit logs	[12] months
Feedback and support messages	[3] years after the matter is closed

We may keep information longer where the law requires it or to resolve disputes. When we no longer need information, we delete or de-identify it.

5.1 **Security.** We protect personal information with administrative, technical, and physical safeguards, including encryption in transit and at rest, access controls limited to authorized personnel, multi-factor authentication for staff, and logging and monitoring. No system is completely secure, and we will notify you of a security incident affecting your personal information as required by law.

5.2 **Storage location.** We store and process Navigator data in the United States.

6. Your Choices and Rights

6.1 **Choices.** You can update your account information in Navigator settings, [delete individual conversations,] unsubscribe from optional emails using the link in each message, and close your account at any time by contacting us.

6.2 **Your rights.** Depending on the state where you live, you may have the right to:

- confirm whether we process your personal information and get access to it;
- correct inaccurate personal information;
- delete your personal information;
- get a copy of your personal information in a portable format; and
- opt out of the sale of personal information, targeted advertising, and certain profiling. We do not do any of these.

We honor these requests from all Navigator users in the United States, whether or not a state law requires us to, subject to legal exceptions. For example, we may keep information we need for security, to comply with law, or to resolve a safety report.

6.3 **How to make a request.** Email [support@insight-rx.com]. We will verify your identity by confirming information linked to your account and will respond within 45 days, or tell you if we need more time as the law allows. You may use an authorized agent; we will ask for proof that the agent is authorized. We will not treat you differently for exercising your rights.

6.4 **Appeals.** If we decline your request, you may appeal by replying to our decision with the subject line "Privacy Request Appeal." If we deny your appeal, you may contact your state Attorney General.

6.5 **Browser signals.** We do not use tracking that Global Privacy Control or Do Not Track signals are designed to stop, so these signals do not change how Navigator works.

7. Patient Information, Children, Changes, and Contact

7.1 **Patient information entered by mistake.** If we learn that patient-identifying information was entered into Navigator, we will delete it or de-identify it as soon as practicable and limit access to it in the meantime. Please tell us at [privacy@insight-rx.com] if you enter it by mistake.

7.2 **Children.** Navigator is for adult healthcare professionals. We do not knowingly collect personal information from anyone under 18.

7.3 **Changes to this notice.** We will post any update here and change the "Last Updated" date. If we make a material change, we will tell you in Navigator or by email before it takes effect.

7.4 **Contact us.** InsightRX, Inc., Attn: Privacy, 548 Market Street #88083 San Francisco CA 94104. Email: [support@insight-rx.com].