

Cadence Rx Privacy Policy

Version 1.5 Last Revised: 02/24/2026

This Privacy Policy is provided by Cadence Rx, LLC. (“Cadence Rx”, “we”, “us” or “our”) to all visitors (“you” or “your”) who use the Cadence Rx site available through <https://CadenceRx.com> (the “Site”) and Registered Users of OPUS. The Site is provided to you as a service to disseminate information regarding Cadence Rx and enable certain online interactions with Cadence Rx. “Registered Users” include Registered Adjusters, Case Managers, and other persons associated with a workers’ compensation or occupational injury claim. “Registered Adjusters” are workers’ compensation or occupational injury adjusters that have registered for access to OPUS. “Case Managers” are workers’ compensation or occupational injury case managers able to manage accounts of associated Registered Adjusters and view certain information associated with these Registered Adjusters. “OPUS” is a registered user-only account portal available at <https://opus.cadencex.com> that enables Registered Users to authorize medications, access reports, and review patient information.

We are firmly committed to protecting the confidentiality and security of your Personal Information. The term “Personal Information” means any information which can be used to identify a person including by way of example, but not limitation, name, date of birth, mailing address, social media and other third-party platform account identifiers, home phone number, mobile phone number, e-mail address, credit card information, and/or Social Security number. The term “Health Information” means any information, in any form, related to the past, present, or future health or medical status, condition, or treatment of a person, including, by way of example, but not limitation, names of doctors, health conditions, medicines, and/or prescription information and history.

COLLECTION, USE, AND DISCLOSURE OF PERSONAL INFORMATION AND HEALTH-RELATED PERSONAL INFORMATION

How We Collect Your Personal Information

REGISTRATION

Registration is optional; however, Registered Users are provided access to OPUS and to information and online services not provided on the public website, as well as the ability to login to OPUS when visiting <https://opus.cadencex.com>. To register for OPUS, your associated client organization may request your access to and use of OPUS through a new client implementation or through an access request to an account representative. Certain Personal Information may be required to be provided during this process. The Personal Information you disclose to us during registration and in connection with OPUS is provided strictly on a voluntary basis.

Once approved, you may access and use OPUS on behalf of this client organization in accordance with your role on OPUS. For example, a Registered Adjuster may perform certain

functions including authorizing medications, running reports, and viewing patient history through OPUS after registration and a Case Manager may review the claims of associated adjusters and manage OPUS accounts of associated adjusters. If you are not an employee of the client organization but are an approved third party acting on behalf of the client organization (“Authorized Third Party”), you may use OPUS solely on behalf of the client organization in accordance with this Privacy Policy and the Terms of Use.

MULTI-FACTOR AUTHENTICATION

We may require the use of multi-factor authentication (MFA), including SMS/RCS-based authentication, to enhance the security of your account. By using our services, you agree to comply with any MFA requirements we establish.

Alternative Authentication Methods

We may offer alternative MFA methods, such as app-based authentication or hardware tokens, where supported. It is your responsibility to select and manage the method most appropriate for your needs.

SMS/RCS Charges

Standard carrier fees for SMS/RCS messages may apply. You are solely responsible for any costs incurred by receiving text messages for MFA purposes.

Service Availability

We strive to provide uninterrupted MFA services; however, we are not responsible for disruptions in SMS/RCS delivery due to factors beyond our control, such as network outages or carrier issues. Mobile carriers are not responsible for delayed or undelivered messages.

Responsibility for Security

While we implement MFA to enhance account security, you acknowledge and agree that no system is entirely immune to risks. You are responsible for safeguarding your account credentials and any additional MFA devices or methods.

Unauthorized Access

You must notify us immediately if you suspect unauthorized access to your account or compromise of your MFA credentials. Failure to do so may limit our ability to assist you in resolving security issues.

Accuracy of Contact Information

You are responsible for providing and maintaining accurate contact information, including your phone number, to ensure successful delivery of MFA-related communications. We are not liable for any account access issues caused by inaccurate or outdated information.

Changes to Authentication Requirements

We reserve the right to modify our authentication methods or requirements at any time. We will provide notice of such changes, where applicable, to ensure continued access to your account.

PROTECTION OF SMS/RCS CONTACT AND CONSENT INFORMATION

Text messaging originator opt-in data and consent information will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

COMMUNICATION FUNCTIONALITY

Certain portions of the site may be available to you that include communication functionality. The communication functionality enables real-time communication sessions with Cadence Rx personnel or other persons on behalf of or in conjunction with Cadence Rx (“Authorized Persons”). When used, certain Personal Information, Health Information, and/or Non-Personal Information may be shared with or collected by the Authorized Persons depending upon the nature of the communication session. In certain instances, you may be able to selectively grant permission(s) to an Authorized Person to participate with you in interacting with the Site. Certain communication functionality may be provided on the Site for limited purposes, and the Authorized Persons will be unable to provide assistance beyond such purposes.

SOCIAL MEDIA

When you communicate with us through social media, or provide a comment directed at us through social media, we may use social media to communicate with you. We may also promote content of interest to you through social media. You may opt out or configure your social media account settings to limit promotion of such content.

ANALYTICS

We may use certain in-house or third-party functionality to log and analyze your communications with us and interactions with the Site. This functionality enables us to communicate with you about our services, and to monitor the services provided to you, so that we can improve your Site experience and address certain Site or benefit related issues. These third parties will be required to protect your Personal Information in a manner consistent with this Privacy Policy. Other analytics capabilities are reflected in the description of Non-Personal Information.

ARTIFICIAL INTELLIGENCE PROCESSING AND MICROSOFT AZURE SERVICES

Artificial Intelligence Processing and Microsoft Azure Services

Cadence Rx utilizes artificial intelligence (“AI”) capabilities within its secure infrastructure to enhance the analysis of prescription, clinical, and operational data. These AI capabilities are implemented through Microsoft Azure AI services, including Azure OpenAI and Azure Machine Learning, which operate under strict contractual and regulatory safeguards.

All AI-related processing occurs within Microsoft’s HIPAA-compliant U.S. data centers under a Business Associate Agreement (BAA) between Cadence Rx and Microsoft Corporation.

Microsoft acts solely as a data processor on behalf of Cadence Rx and processes information only in accordance with Cadence Rx’s written instructions and this Privacy Policy.

Cadence Rx’s AI solutions, including SMART Insights, use AI models to generate contextual clinical, safety, and fraud-prevention insights. These AI tools:

- Do not make independent clinical or claims decisions.

- Operate only on data provided by Cadence Rx systems for approved purposes; and

- Are subject to encryption, access controls, and audit logging consistent with Cadence Rx's enterprise security program.

No Personal Information or Health Information is used to train publicly available AI models or shared with other Azure customers. All outputs are reviewed and validated by authorized Cadence Rx personnel.

OTHER USES AND DISCLOSURE OF YOUR PERSONAL INFORMATION

We will not use or disclose your Personal Information in a manner inconsistent with applicable law or this Privacy Policy. Examples of our uses and disclosures include:

We may use your Personal Information to send you certain confirmations in accordance with communication preferences or otherwise.

We may send prior authorization emails to you using your Personal Information.

We may use your Personal Information to save a transcript of a chat session conducted through the Site and/or mail it to you. The transcript may be associated with a patient's file and may be made accessible to a client representative or applicable Case Managers.

We may share your Personal Information and Health Information with selected service providers or consultants acting on our behalf. Third parties will be required to protect your Personal Information in a manner consistent with this Privacy Policy.

We may utilize selected service providers to make targeted non-personal communications to an aggregated audience regarding our offerings and other potentially relevant information of interest to you.

We may share your Personal Information with other Cadence Rx companies (i.e., entities which are controlling, controlled by, or under common control with Cadence Rx) to provide you with more personalized and enhanced services.

We may disclose your Personal Information to relevant third parties such as auditors, lawyers, or other professional advisors. Such third parties will be required to protect your Personal Information in a manner consistent with this Privacy Policy.

We may use your Personal Information and Non-Personal Information in communicating with you via e-mail, facsimile, letter, text message, mobile application, through the Site via a pop-up message, or otherwise. We may use third-party agents for the purpose of communicating with you and/or collecting information from you. Such third-party agents will be required to protect your Personal Information in a manner consistent with this Privacy Policy. Statements here and elsewhere on the Site concerning the treatment of your Personal Information may not apply with respect to information already in our possession.

COMPELLED AND NECESSARY DISCLOSURES

In certain circumstances, we may be legally compelled to release your Personal Information and

Health Information in response to a court order, subpoena, search warrant, law or regulation, or the terms of the Notice of Privacy Practices. In addition, we may disclose your Personal Information and Health Information as reasonably necessary in accordance with the law to protect the rights or property of us, our affiliates, and our users, or to enforce the terms and conditions associated with the Site including this Privacy Policy and the Terms of Use.

HOW YOU CAN CORRECT/UPDATE YOUR PERSONAL INFORMATION AND/OR HEALTH INFORMATION

You can correct or update your Personal Information or certain Health Information at any time using the following options:

Via telephone: Adjusters can contact their account representatives to update their Personal Information.

COLLECTION, USE, AND DISCLOSURE OF NON-PERSONAL INFORMATION

COLLECTION OF NON-PERSONAL INFORMATION

When you visit the Site, and during your interactions with the Site, we may collect Non-Personal Information from you. “Non-Personal Information” means a data element or collection of data elements that by itself cannot ordinarily be associated with a specific individual. Non-Personal Information includes by way of example but not limitation, the Internet browser or computer operating system you are using, your navigation of the Site including the pages of the Site that you access, the amount of time spent on various portions of the Site, the length and dates of your visits to the Site, and certain Site data captured through your interactions with the Site and other sites. Non-Personal Information may include information provided by you through the Site or otherwise (e.g., through a third-party site) that is not Personal Information or Health Information. Certain Non-Personal Information may be collected on an aggregated, anonymous basis through web server logs, cookies, ad servers, tracking pixels, web beacons, and similar Internet tracking devices (collectively “Tracking Mechanisms”). Web servers automatically collect Non-Personal Information, with your IP address, when you request pages of the Site or other sites. Based on certain interactions with the Site, third-party sites, mailings, other communications with us, and/or our system configurations, certain Non-Personal Information may be associated with your Personal Information such that your Non-Personal Information is identifiable with you.

You may be able to opt-out of certain third-party associations by following third party customization and/or opt-out options. Google®, Twitter®, and LinkedIn® may provide customization and/or opt-out of certain Tracking Mechanisms through their respective sites. For example, Google’s Ads Settings, DoubleClick opt-out page, Twitter’s promoted content settings, LinkedIn account settings, and Network Advertising Initiative opt-out page may limit the collection and usage of certain third-party Tracking Mechanisms.

USE OF NON-PERSONAL INFORMATION

The collected Non-Personal Information may be used by us and our affiliated companies for a variety of analytic and developmental purposes including to improve and enhance the Site and our products and services, to create new products and services, to customize your experience

on the Site and other sites that you visit on the Internet, to identify and/or offer products, services and website functionality that may be of interest to you, and other legitimate business purposes.

We may use different kinds of cookies including session ID cookies and persistent cookies. Session ID cookies are used to personalize your user experience, to determine ways to improve the Site, Site content, and the services offered through the Site. These cookies are deleted from your hard drive when you close your browser session. Persistent cookies are used to collect non-personally identifiable information such as Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, platform type, date/time stamp and number of clicks.

You may set your browser to accept cookies, warn you when a cookie is sent, or turn off all cookies (except Flash cookies). Check your web browser's help menu or your mobile device settings to find out how. Some mobile devices store cookies not only in areas connected to the web browsers but also in an app-specific area, so you may have to check your app settings options to determine how to manage or delete cookies stored in these other areas. If you do not accept cookies, some features, services, or activities available through the Site may not function correctly and you may be unable to access certain content.

We may embed tracking pixels within various pages of the Site to enable use of site analytics. The site analytics enable us to determine the usage frequency of various areas of the Site and identify areas of the Site for enhancement. While you are visiting and after you leave the Site, we may use web beacons to notify you of areas of the Site and other aspects of our organization and its affiliated companies in which you may be interested. Certain tracking pixels and web beacons may be cleared or reset through configuration of your web browser such as by clearing your cache. We may use ad servers to provide you with offers of possible interest.

We use your IP address so that we can send data (such as the pages you request) to you and collect Non-Personal Information during the process. We aggregate this Non-Personal Information with similar Non-Personal Information collected from other users to track overall visitor traffic patterns and help us understand Site usage and preferred and most frequently used pages, products and services, to provide you with better service, to improve Site use and functionality, and to provide you with information on other products and services that may be of interest to you.

We may analyze Non-Personal Information in the aggregate to study outcomes, costs, and provider profiles, and to suggest benefit designs for employers or health plans. These studies may generate Aggregate Data (described below) which we may utilize for a variety of purposes.

We may perform statistical analyses of the traffic patterns, Site usage, and behaviors associated with the Site. We may use these analyses to generate Aggregate Data from the original Non-Personal Information. We may combine, separate, aggregate, or otherwise parse and process Non-Personal Information. The parsing and processing of such information may generate Aggregate Data. "Aggregate Data" is summary level data, such as the number of web visitors in

a specific geographic area. Aggregate Data does not contain information that can be used to identify or contact you, such as your name, address, telephone number or e-mail address, and does not reflect the original form of the Non-Personal Information collected from you.

DISCLOSURE OF NON-PERSONAL INFORMATION

We may disclose Non-Personal Information as follows:

We may share Non-Personal Information with our affiliated companies, third parties who provide services to us, and other parties that you have authorized. We may disclose Aggregate Data to other companies or organizations for any legitimate business purpose. We may disclose products and services developed using Non-Personal Information, including products and services that disclose anonymous and/or deidentified Site data for any legitimate business purpose. We will not sell your Non-Personal Information to other companies or organizations.

“Do Not Track” Signals and Similar Mechanisms

Our Site does not respond to web browser “do not track” signals and similar mechanisms. However, you may control certain Tracking Mechanisms as described above.

TRANSFER OF PERSONAL INFORMATION, HEALTH INFORMATION AND NON-PERSONAL INFORMATION

All Personal Information, Health Information, and Non-Personal Information obtained through our Site are owned by us. Accordingly, if we are acquired, merge with another entity, or we divest one or more of our businesses, affiliates or subsidiary companies, the Sites, and any Personal Information, Health Information, and Non-Personal Information obtained through them, may be transferred to an applicable entity for the purposes of continuation of services, in accordance with applicable law.

RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

Subject to any applicable business, legal, or regulatory requirements, we securely destroy Personal Information when it is no longer required to fulfill our services and commitments to you or to enforce our rights or meet our obligations.

THIRD-PARTY USAGE

We may use third parties, including Microsoft Corporation, to:

- (a) operate and maintain the servers and cloud infrastructure on which the Site and OPUS operate;
- (b) provide communication functionality and analytic services;
- (c) provide artificial intelligence processing capabilities, such as Microsoft Azure AI services, for data analysis and clinical insight generation;
- (d) provide Tracking Mechanisms that we embed in or use with the Site;
- (e) provide advertisements and other information to you about the Site, products, and services through a third-party site based on a prior visit to the Site;
- (f) provide location mapping services;
- (g) analyze communications and interactions with the Site;

(h) verify, correct, and/or de-identify data; and
(i) collect Non-Personal Information from you regarding your interactions with the Site.
These third parties are contractually required to protect your Personal Information and Health Information in a manner consistent with this Privacy Policy, HIPAA, and other applicable laws. Microsoft Corporation acts as a data processor solely for the purpose of providing cloud computing and AI functionality.

We may use third parties to: (a) operate and maintain the server(s) on which the Site operates, (b) provide communication functionality, (c) provide Tracking Mechanism(s) that we embed in or use with the Site, (d) provide advertisements and other information to you about the Site, products, and services through a third-party site based on a prior visit to the Site, (e) provide location mapping services, (f) analyze communication with us and interactions with the Site, (g) verify, correct, and/or de-identify data, and (k) collect Non-Personal Information from you (e.g., on your interactions and/or experience with the Site and/or us). The third party may then share the Personal Information, Non-Personal Information, Aggregate Data, and/or other data with us.

LINKING POLICY

Our Site may contain hyperlinks allowing our users to connect to other websites owned by us and our affiliated companies and websites owned by our third-party vendors, distributors, and providers (“Linked Sites”). You may also access our Site through a hyperlink embedded in a Linked Site. We provide hyperlinks to the Linked Sites to enable you to conveniently access websites that may be of interest to you. Please note that once you click on a hyperlink that transfers you from our Site to a Linked Site, you have left our Site, and this Privacy Policy will immediately cease to apply to any subsequent activity on the Linked Site. We are under no obligation to notify you when you have left our Site and have accessed a Linked Site. Use of any Linked Site will be governed by the privacy policy, terms of use, and/or other policies (if any) on the Linked Site. You may, at your option, participate in surveys or provide other information to our affiliates that control a Linked Site, and that information may be shared with us or with others subject to the privacy policy terms set forth on that Linked Site. Certain Non-Personal Information that you choose to provide through a Linked Site (such as comments) that is subsequently provided to us by the Linked Site provider in connection with a service engagement may be identifiable to us as your Personal Information.

SECURITY STATEMENT

Cadence Rx’s infrastructure leverages Microsoft Azure’s enterprise-grade security framework, which includes physical, network, and application-layer protections. All data processed by Azure AI services is encrypted in transit and at rest using industry-standard encryption protocols (TLS 1.2+ and AES-256). Azure services used by Cadence Rx are covered under Microsoft’s HIPAA Business Associate Agreement and comply with ISO 27001, SOC 2 Type II, and HITRUST certification standards. No method of transmission over the Internet or storage of data on an Internet server is 100% secure. Although we use commercially acceptable and reasonable precautions to protect your information, we do not guarantee its absolute security.

YOUR ACCEPTANCE OF THIS PRIVACY POLICY

You are deemed to have assented to the terms and conditions contained in this Privacy Policy when you use the Site and/or when you have indicated in your online registration that you accept the Terms of Use into which this Privacy Policy is incorporated. You are deemed to have accepted this Privacy Policy each time you access the Site and/or OPUS after initial registration by using your login credentials. If you do not agree to the terms of this Privacy Policy, please do not use the Site. The terms and conditions contained in this Privacy Policy are subject to and may be superseded by applicable Federal and State laws.

RELATIONSHIP TO THE TERMS OF USE

This Privacy Policy, and your and our performance in connection herewith, is further governed by and subject to the Terms of Use for the Site, including but not limited to the disclaimer, limitation of liability, governing law, jurisdiction, and venue provisions set forth therein.

CHANGES IN OUR PRIVACY POLICY

We use Personal Information, Health Information, and Non-Personal Information collected from you pursuant to the Site only within the scope of use described in this Privacy Policy. However, we reserve the right, from time to time in our sole and absolute discretion, to change, to modify, or to add terms or remove terms from this Privacy Policy. Changes to this Privacy Policy will be reflected when we post a new version number and updated revision date. The version number includes a major number, a decimal point, and a minor number. A change to the major number reflects a significant change to the policy, while a change to the minor number reflects a less significant change to the policy. Examples of significant changes include additional provisions that reflect new Site functionality, significant modifications to existing provisions, and more significant changes to Site functionality that cause provisions to be modified, added, or removed. Examples of less significant changes include additional provisions that clarify current Site functionality, minor modifications to existing provisions, and less significant changes to Site functionality that cause provisions to be modified, added, or removed.

We will provide advance notice of a major change prior to your access of any portion of the Site for which registration is required. For example, we may (i) require that you reaccept the updated version of the web policies, (ii) send an electronic notification advising of the update to the web policies, (iii) include a notice on the Site viewable without login advising of the update to the web policies, and/or (iv) advise of the updated web policies during a phone call. We do not ordinarily provide advance notice of a minor change.

We recommend that you check the version number and revision date prior to using the Site, and that you review this Privacy Policy on a frequent basis. Your continued use of the Site and/or utilization of any Site benefits after this Privacy Policy has been updated (and after advance notice for a major change) indicates your agreement and acceptance of the updated version of the Privacy Policy.

POLICY COMMENTS AND ASSISTANCE

We welcome your questions and comments on this Privacy Policy and the Terms of Use. If you have general comments regarding these policies, please e-mail us at support@cadancerx.com. Specific questions regarding the enforcement of these policies should be directed to support@cadancerx.com. For technical assistance with the Site, please contact our technical support by calling 1-888-813-0023.