

Invisalign Doctor Site

PRIVACY POLICY

Last updated: 11 October 2022

Effective Date: 18 October 2022

This Privacy Policy (hereinafter referred as “the Policy”) only applies to the clear aligner products and services of Align Technology (Chengdu) Healthcare Management Co., Ltd. (Registered Address: Room 701, Floor 7, No.1577 Tianfu Middle Avenue, High-Tech Zone, Chengdu City, Pilot Free Trade Zone, Sichuan Province, China) and its affiliates (hereinafter referred as “Align” or “We”) provided on Invisalign Doctor Site hereinafter referred to as "Invisalign IDS").

We will strictly abide by applicable Chinese laws, regulations and standards in accordance with the principles of lawfulness, fairness and necessity. We will clearly inform you of the rules, purposes, methods and scope of our collection and use of your/your patients’ personal information and obtain relevant consent. Therefore, before you access or use the products and / or services provided by Invisalign IDS, please read and fully understand the terms of this Privacy Policy, especially the terms that will alert you highlighted in italic and bold. By clicking the "Confirm" button or by checking "Agree", you have fully understood and agreed to this Privacy Policy. If you have any questions, comments or suggestions about the terms or content of this Privacy Policy, please feel free to contact us through the contact information provided at the bottom of this Privacy Policy. We are happy to provide you with feasible assistance.

Part I Definition

Personal information: refers to various information recorded electronically or otherwise that is related to an identified or identifiable natural person, excluding anonymized information.

Sensitive Personal Information: refers to personal information that, if leaked or illegally provided or misused, may infringe personal dignity of a natural person or endanger personal, property safety, including biometrics, religious beliefs, specific identities, medical and health, financial accounts, whereabouts and other information, as well as personal information of minors under the age of fourteen . Please note that the personal information mentioned in this Privacy Policy contains sensitive personal information. **And sensitive personal information will be bolded and italicized in this Policy.**

Affiliates: refer to Align Technology, Inc./ Align Technology Switzerland GmbH and any other entity directly or indirectly controlled by Align Technology, Inc./ Align Technology Switzerland GmbH, including but not limited to Align Technology (Chengdu) Co., Ltd., Align Technology (Shanghai) Trading Co., Ltd., Align Technology (Sichuan) Medical Equipment Co., Ltd. etc. These affiliates are independent legal entities.

TPS: refers to Treatment Planning Service

Part II Privacy Policy

The Policy will help you understand the following:

[I. How do we collect and use your/your patients' personal information?](#)

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Align is firmly aware of the importance of personal information, and will do our best to protect your/your patients' personal information. We are committed to maintaining your trust and complying with the relevant principles of data protection to protect your/your patients' personal information. In the meantime, Align undertakes that we will take security protection measures in accordance with sound security standards in the industry to protect your/your patients' personal information. Please read and understand this Privacy Policy prior to using our products (or services).

I. How do we collect and use your/your patients' personal information?

Align only collects and uses your/your patients' personal information for the following purposes set out in this Policy:

- A. As doctor, the personal information you provided to us (information we collect directly) is for the purpose of:

(1) Establish and manage doctor files and deliver products.

To verify your identity as Invisalign Provider, we will collect your name, practice number, address, zip code, phone, email address of the clinic you work for.

The above information you provide will be authorized for purposes below during your use of the services.

- **allow you to use, purchase, book and/or download products and services;**
- **provide you with information about our products, services, news and events;**
- **provide details about you and your practice to patients and potential patients and allow them to submit contact requests to you;**
- **invite you to take part in our surveys;**
- **analyze the use of our services and products, develop new or existing services and products, and customize our products, services and other information we make available.**

(2) Set up and manage your TPS Provider ID and provide you with the TPS Platform for using of TPS Services

Once you apply for becoming a TPS Provider, we need to verify your qualification. For that purpose, we need to collect your personal information (i.e., Name, Portrait, Gender, Email, Phone Number, WeChat ID, Service Provided, Invisalign Provider Experience, Number of Speeches, Zip Code, Title, Dental Practice, Practice Address, Website, Specialty, Copy of your Practice Certification, Personal Profile and other related and necessary information).

We'll obtain the prior consent from you when we use information collected for specific purposes for any other purposes unless otherwise provided by laws and regulations.

- B. As doctor, the patients' personal information you provided to us (information we collect indirectly) is for the purpose of your provision of treatment plan to your patients. You understand you are the Personal Information Handler of any patient data processed for the purpose of providing Invisalign treatment and shall comply with applicable data protection laws and regulations in China (including but not limited to Personal Information Protection Law and China Cybersecurity Law). To the extent that Align processes any such patient personal information, Align will do so as an entrustee on your behalf and in accordance with your documented instructions.**

The information you provided to us will be used for the purposes below:

(1) Help you create and manage patient information and profile

In order to help you with the patient creation, you will need to collect the last name, first name of your patient.

We will generate PID for your patient and help you identify/manage your patient profile.

(2) Manufacture the customized clear products (i.e. aligner, retainer etc.) based on your treatment plan and complete financial related work, e.g. reconciliation and invoicing.

You will also collect the patient's name, gender, year of birth, photos (including but not limited to the patient's teeth and facial photos), X-ray photo, clinical classification information to make treatment plan.

We will manufacture the customized clear products (i.e. aligner, retainer etc.) based on your treatment plan and complete financial related work, e.g. reconciliation and invoicing.

(3) Use the “Virtual Care” feature

You can invite your patients to participate in Virtual Care, and your patients can independently provide you with their aligner wearing progress and receive feedback via the Virtual Care feature. During the follow-up process, we may turn on the relevant permissions for mobile phone shooting, as authorized by your patient, and collect your patient's facial and dental photos for the Virtual Care feature. Your patient can change the permission settings of the application at any time on the mobile phone's settings page to turn off camera authorization.

If you need to further communicate with your patients, you can send a meeting invitation to your patient's email address or book your patient for a face-to-face consultation.

[Special Attention]

When you and your patients use Virtual Care, we need to store the content you and your patients send (which may include your patients' facial photos, dental photos, and your consultation records with your patients), as storage is necessary to achieve this feature, and you can also delete the information at any time.

We understand you, as the personal information handler, have your patients signed the informed consent form before you provide the patients' personal information to us, in which authorizing you to manage and share the information with us and for us to use, process, share, transfer, store and protect the patients' personal information. Prior to collecting

patient data for minors over 14, you shall obtain their or their guardians' consent; prior to collecting patient data for minors under 14, you shall obtain their guardians' consent. If you fails to obtain consents as required above, it is not allowed to collect any patient data from the relevant patients.

Also, it's important to note that the *patients' photos (including but not limited to your patients' teeth and facial photos), X-ray photo, clinical classification information as well as the treatment plan based on the patients' information* is sensitive personal information.

Align will collect and use the sensitive personal information solely for the following purposes described in this Policy take reasonable protection measures:

- a) Manufacturing the customized clear products (i.e. aligner, retainer etc.) based on your treatment plan;
- b) Providing TPS services according to your informed consent and authorization;
- c) Conducting internal audit, data analysis and research, improving our products or services;
- d) Other purposes permitted by law.

We'll obtain the prior consent of your patients from you when we use information collected for specific purposes for any other purposes not set out in this Policy unless otherwise provided by laws and regulations.

II. How do we use cookies

Cookies are small-sized text files. By reading the information included in them, we can distinguish you from other users, facilitate your visit, collect statistical data, and support personalized online experience.

When you visit Invisalign IDS, we may assign your company one Cookie or some cookies. By visiting Invisalign IDS, you agree that we place cookies on your computer or device.

Invisalign IDS currently are using cookies for the following purposes including without limitation testing the multimedia features of your web browser, tracking the promotional advertising we display to you, storing current login and purchasing information in the secure part of

the websites, providing a unique identifier for your computer or device so that we can generate statistical data regarding use of websites.

Most browsers automatically accept cookies, but you can refuse cookies by modifying your browser settings. For more information about cookies and changing browser settings to refuse cookies, please visit the “Help” menu in your browser. If you refuse cookies from Invisalign IDS, you may not be able to use all the functions of the sites which may result in restrictions or improper functioning of certain features provided by our sites.

Invisalign IDS may allow third parties to download cookies into your device. When you visit Invisalign IDS, third parties such as analytic companies and business partners may use cookies and other techniques to collect non-personal information about your online activities. The above information may be used to assess use of Invisalign IDS, and personalize the content of Invisalign IDS’ advertising. We can’t access or control cookies or other features that may be used by such third parties. And this Privacy Policy does not cover the use of cookies or information protection measures by such third parties.

Web beacon and pixel tag

In addition to cookies, we will also use some other similar techniques such as web beacon and pixel tag on Invisalign IDS. For example, the email we send to you may include a click URL that links to the content of our websites. If you click on this link, we’ll track this click to help us to understand your products or services preferences and improve customer service. Web beacons are clear images that is embedded in the websites or emails. By virtue of pixel tag in emails, we can tell whether the email has been opened or not. If you don’t want your activities to be tracked in this way, you can unsubscribe from our mailing list at any time.

Do Not Track

Most web browsers have a Do Not Track feature that can issue Do Not Track requests to websites. Currently, major Internet standard organizations have not yet set up policies to specify how websites should respond to such requests. However, your browser has Do-Not Track features enabled, all of our websites will respect your choice.

III. How do we process, share, transfer, publicly disclose your/your patients’ personal information?

A. Processing

For the purpose of improving service efficiency, we may entrust a third party to process the personal information you provide on our behalf. For the third party entrusted by us to process the personal information, we will sign a data processing agreement with such third party, requiring the third party to process your information in accordance with the terms of its agreement, this

Policy and the requirements of the applicable data privacy laws and regulations in China.

B. Sharing

We will not provide the personal information you provided with any personal information handler, except that we could obtain separate consent from you (for patients' personal data, we will obtain separate consent from you or by ourselves), or there is legal basis from laws and regulations. When providing such personal information, we will inform you of the recipient's name, contact information, purpose of processing, manner of processing and type of personal information. For companies, organizations, individuals with whom we share personal information, we will sign strict NDA with them and require them to process personal information in accordance with our instructions, this Privacy Policy and any other relevant confidentiality and security measures.

Note: If you use TPS Platform as a TPS Provider, Align will share your contact information with the TPS Recipient to which you have paired (the "TPS Recipient"). We have obtained your separate consent through the Terms and Conditions for TPS Providers.

C. Transfer

We will not transfer your/your patients' personal information to any companies other than Align, any organizations or any individuals with the following exceptions:

- a) Transfer after express consent is obtained: after your express consent (for patients' personal information, we will obtain the consent from you or by ourselves) is obtained, we will transfer your personal information to other parties.
- b) When personal information transfer is involved in the process of merger, acquisition, division, dissolution or bankruptcy declaration, we will inform you of the name of and contact information of the new company or organization holding your/your patients' personal information who will continue to be subject to this Privacy Policy. If such company or organization changes purpose of processing, manner of processing, such company or organization shall obtain your consent again (for patients' personal information, we will obtain the consent from you or by ourselves) unless otherwise provided by laws and regulations.

D. Public Disclosure

We will publicly disclose your personal information only under the following circumstances:

- a) After your separate consent is obtained (for patients' personal information, we will obtain the consent from you or by ourselves)
- b) Disclosure based on laws: we may publicly disclose your/your patients' personal information when required by laws, legal procedures, proceedings or mandatory requirements of government authorities.

Note: In the event that you use the TPS Platform as a TPS Provider, for the purpose of promoting TPS and facilitating TPS Recipients to choose TPS Provider, you hereby authorize Align and third parties authorized by Align to disclose and/or publish your personal information in print and/or electronic forms in any media (including the TPS Platform). Such personal information may include your Name, Portrait, TPS Provider ID, Practice Address, WeChat ID, Service Provided, Specialty, Invisalign Provider Experience, Invisalign Speaker Experience, Language Spoken, CCA Cases, Business Overview, and other related and necessary information. We have obtained your separate consent through TPS Provider Application Form and the Terms and Conditions for TPS Providers.

IV. How do we protect your/your patients' personal information?

- A. We have taken security protection measures which comply with the industry standards to protect your personal information, and to prevent data from unauthorized access, public disclosure, use, modification, damage or loss. We will take all reasonable and feasible measures to protect your personal information. For example, we'll use encryption techniques to ensure confidentiality of data (especially children's personal data); we will use trusted protection mechanisms to prevent data from malicious attacks; we'll deploy access control mechanisms to ensure only authorized staff have access to personal information; and we will organize training courses on security and privacy to strengthen employees' awareness about importance of personal information protection etc.
- B. We'll take all reasonable and feasible measures to ensure that no irrelevant personal information is collected. We will only retain your/your patients' personal information for the period required to fulfill the purposes described in this Policy unless the retention period needs to be extended or it is permitted by laws.
- C. Internet is not an absolutely secured environment and email, instant messaging, and other ways of communication with other Align users are not encrypted. We strongly recommend that you don't send personal information by these methods. Please use a complex password to help us secure your account.
- D. After personal information security incidents happen unfortunately, we'll inform you the following in a timely fashion in accordance with

requirements of laws and regulations: the basic situation and the potential influence of the incident, the measures we've taken or will take, the suggestion for your self-protection and risk reduction, remedies, etc. We will promptly notify you of the incident by email, letter, telephone, push notification, etc. When it is difficult to notify owners of personal information one by one, we'll issue a notice in a reasonable and effective manner. In the meantime, we'll report on the handling of personal information security incidents according to the requirements of laws and regulations. For the personal information you provided to us, when you receive our notification of information security incidents, we may need your further notification to the data subjects.

V. How do you manage your/your patients' personal data?

In accordance with China's relevant laws, regulations and standards, and common practice in other countries, regions, we guarantee that you exercise the following rights in your/your patients' personal information:

A. Access to your/your patients' personal information

You have the right to access your/your patients' personal information or provision to your patients about the method of the access, with those exceptions in laws and regulations. If you want to exercise or provide to your patients the personal information access rights, you can request access by sending a written request to the following Align's email address: privacy@aligntech.com.

In general, we will respond to your request for access within 15 days.

B. Correction of your/your patients' personal information

When you find your/your patients' personal information we process is incorrect, you have the right to require us to correct it. You can request correction by sending a written request to the following Align's email address: privacy@aligntech.com.

In general, we will respond to your request for access within 15 days.

C. Deletion of your/your patients' personal information

You can request deletion of personal information under the following circumstances:

- a. If our processing of your/your patients' personal information violates laws and regulations;
- b. If the purpose for which we collect, use your/your patients' personal information is achieved, is not achievable, or is not necessary to achieve;

- c. If our processing of your/your patients' personal information violates any agreement with you
- d. If you withdraw consent, no longer use our products or services, or close your account
- e. If we no longer provide products or services for you

If we decide to respond to your request for deletion, we will also notify the entities that have received your personal information from us to remove it in a timely manner, unless otherwise provided by law or regulation or these entities have obtained your independent authorization.

Please be noted that when you delete information from our services or we receive and consent your request to delete your personal data, we may not immediately delete it accordingly from the back-up system, but will delete such information when updating the back-up.

D. Changing the scope of your consent

Each business function requires some basic personal information to be completed (see part one of this Policy). For collecting and using personal information collected based on informed consent, you may give or withdraw your consent or withdraw the consent on the behalf of your patients at any time.

When you withdraw your consent, we'll no longer process the corresponding personal information. However, your decision to withdraw your consent will not affect the processing of personal information which is conducted based on your previous consent. If you don't want to receive the advertisements we send to you, you can cancel at any time by sending a written request to: privacy@aligntech.com.

E. De-register your account or your patients' profile

When you wish to de-register your account or your patients' profile, you can send a written request for cancellation by sending an email to the following Align's email address: privacy@aligntech.com.

In general, we will respond to your request within 15 days.

F. Get a copy of or transfer your/your patients' personal information

When you wish to obtain a copy of your/your patients' personal information, or request us to transfer your/your patients' personal information to other personal information handler provided that applicable legal requirements are met, , you can send a written request to the following Align's email address: privacy@aligntech.com.

In general, we will respond to your request within 15 days.

G. Responding to your request above

To ensure security, you may need to provide a written request or otherwise to prove your identity. We may require you to verify your identity before processing your request.

In general, we will respond to your request for access within 15 days.

For your reasonable request, we don't charge fees in principle. However, we will charge a certain amount of costs for requests that are repeated many times and exceed reasonable limits. For those requests that are duplicative, require excessive technical means (for example, which need to develop new systems or fundamentally change current practices), pose risks to the legitimate rights of others, or are very impractical (for example, involving backup of information stored on tapes), we may reject them.

We may not be able to respond to your request under the following circumstances:

- a. Directly related to national security and national defense security;
- b. Directly related to public safety, public health, major public interests
- c. Directly related to criminal investigation, prosecution, trial and execution of judgments, etc.
- d. There is sufficient evidence that you have a malicious will or abuse your rights.
- e. Responding to your request will result in significant damages to legitimate rights and interests of you, other individuals, and organizations.
- f. Trade secrets involved.

H. Storage

1. Location of storage:

Personal information collected and generated by us during our operations in the People's Republic of China is stored in China, with the following exceptions:

- a. Laws and regulations have clear provisions;
- b. Obtain your explicit authorization.

In the light of the above, we will ensure that your personal information is adequately protected in accordance with this Privacy Policy.

2. Period of storage:

We will only retain your personal information for the minimum period of time required to achieve the purposes stated in this Policy, unless applicable legislation has a mandatory retention requirement. And we judge the criteria for the aforementioned deadlines include:

- a. Complete the service purpose related to data subject, maintain the corresponding service and business records, and respond to your possible inquiries or complaints;
- b. Guarantee the safety and quality of the services we provide to you;
- c. Whether you agree to retain a longer retention period;
- d. Whether there are other special agreements for the retention period.

After your personal information exceeds the retention period, we will delete your personal information or anonymize it as required by applicable law.

3. Stop operation:

If the Invisalign IDS decide to terminate operations, we will stop collecting your personal information after the related services stop operating. We will deliver the notice of suspension of operation to you in the form of an announcement, and your personal information will be deleted or anonymized.

VI. How do we process children's personal information?

Our products, websites and services are aimed at adults and teenagers. We will not collect children's information without parents or guardians' consent.

We'll only use or publicly disclose children's personal information collected under parents or guardians' consent if permitted by law, consent of parents or guardians are obtained and it is necessary for protecting children.

Although the definition of children varies according to local laws and custom, we'll not treat anyone under 14 years old as children.

If we find that we collect children's personal information without prior consent of verifiable parents or guardians, we'll try to delete such data as soon as possible.

VII. How will your personal information be transferred globally?

In principle, personal information collected and generated within People's Republic of China will be stored within the territory of People's Republic of China with the exception where the cross-border transfer is permitted according to the applicable laws.

Since we operate globally, upon meeting requirements of Chinese laws and regulations, your personal information may also be stored on our servers which may be located outside the jurisdiction of your place of residence. We only transfer information overseas when necessary and are limited to the purposes shown in this Policy. If any of our subsidiaries or affiliates want to change the purpose shown, your separate consent shall be obtained (authorized consent of the patient shall be obtained by you or us, if personal information of the patient is involved) unless otherwise provided by laws and regulations.

This Privacy Policy and the collecting and processing of information based on this Privacy Policy are governed and interpreted by laws of People's Republic of China. No matter where we transfer, store or process your personal information, we'll take reasonable steps to protect privacy of your/your personal information.

VIII. How is this Policy updated?

Our privacy policy may change.

Without your explicit consent, we'll not reduce your rights based on this Privacy Policy. We will post any changes of this Policy on this webpage.

For significant changes, we'll also provide explicit notice explaining the specific changes to this Privacy Policy.

The significant changes in this Policy includes without limitation:

- A. There have been major changes in our service mode. For example, the purpose of processing personal information, the type of personal information to be processed, the use of personal information, etc.
- B. We have undergone major changes in ownership structure, organizational structure, changes in owners caused by business adjustments, bankruptcy, M&A, etc.
- C. The main objects of personal information sharing, transfer or disclosure happen
- D. Your rights about personal information processing and the exercising way changes significantly
- E. There are changes in the department responsible for personal information security, contact, compliant channels;
- F. Personal information security effect assessment report indicates high risks.

We'll file the old version of this Policy for your reference

IX. How to contact us?

If you have any questions, opinions or suggestions or you want to obtain prior versions of this privacy policy, you can contact us by following methods.

Name: Align Technology (Chengdu) Healthcare Management Co., Ltd.

Address: Unit 701, Floor 7, No. 1577 Middle Section Tianfu Avenue, Chengdu High-Tech Zone, China (Sichuan) Pilot Free Trade Zone

Email address: privacy@aligntech.com

We have set up a department specialized for personal information protection or (a personal information protection specialist), you can contact them at the above email address.

In general, we'll give responses within 15 days.