

LEXMED
PRIVACY POLICY
Last Updated: May 26, 2026

This privacy policy ("**Policy**") describes how LexMed, Inc. a Delaware corporation ("**Company**" or "**LexMed**") collects, uses, protects and shares personal information of users of its website, www.lexmed.ai (the "**Site**") and personal information provided by users to the Site. This includes the sensitive client data shared by Users.

This Policy also details the choices users have with respect to the personal information users provide to the site and we manage. Through the Site, LexMed provides a service for customers to process documents and audio files from court proceedings, medical records, and other legal documents for analysis, transcription of key information and other services requested through the Site ("**Services**"). By using the Service and accessing the Site, you acknowledge that you accept the privacy policies and practices set forth herein. If you do not accept these policies and practices, then you should not use the Service.

This Privacy Policy applies to Users of the Site, which may be Customers or Non-Customers. A Customer is a User with which we have a commercial relationship. The Site is also available to Non-Customers that do not have a commercial relationship with LexMed.

We may collect, retain and process User Data for Customers and Non-Customers. User Data may include personally identifiable information and other information as explained more fully in this policy.

WHAT WE COLLECT & HOW WE USE IT

We respect your information, and our goal is to collect as little user information as possible while still providing a quality service. We receive and store information about you in a range of ways and the information you provide to us varies depending on your purpose in interacting with our Services.

Most Users of our Site provide information in the following ways:

Information You Give Us. We collect information from you that help identify you, including your name, telephone number and your email address, email settings, login credentials, address information as well as other information you directly give us on our Site, like the information included in files you upload to us, so that we can provide services upon your request.

We also sometimes collect your inputs and these may include personally identifying information. We collect these inputs for quality control measures.

Information Automatically Collected. We automatically log information about you and your computer or device. For example, when visiting our Site, we log IP address, device information, browser information, operating system information and information about your use of and actions on our Site. While you use the Services, we also collect information related to how you interact with us or how you wish to interact us. This information allows us to update our services and learn how we can better equip the Site to serve you. Finally, we may receive information from you, like a confirmation, when you open emails from us. This confirmation

helps us make our communications with you more interesting and helps us improve communications.

Information from Others. We may receive information from third parties about you if you choose to register using a social media account, such as Facebook® or LinkedIn®. When you use these social networking platforms and plug-ins, your username and password for each platform may be shared with us. In addition, they may be able to collect information about you, including your activity or may notify your connections on the social networking platform about your use of this website. Such services may allow your activity to be monitored across multiple websites for purposes of delivering more targeted advertising. Please note that their own privacy policies apply, and we encourage you to read them.

When you use the Site, we also collect information from the files you upload as part of providing the Services to you.

When you upload files or other information to our Site, you agree that you have the consent of your client and the appropriate authorizations before sharing files or client information with our Site. By providing such information, you represent and warrant that you have the legal right to do so and that sharing this information does not violate applicable laws, professional responsibility rules, or client agreements. If you cannot provide this representation, do not provide the information to our Site.

USE AND SHARING OF PERSONAL INFORMATION

We collect your information to provide the Services to you. We also, as mentioned above, use your automatically collected information to analyze and improve our Site and Services.

We may additionally use your information to communicate with you. We may need to provide customer support related to our Services or to give you information about our Services and updates to the Service. You can opt out of communications from us about marketing by emailing us at info@lexmed.ai.

We do not sell or trade your personal information with others. We may share personal information as follows with third parties:

- We may share personal information with your consent with our business vendors. For example, we use Stripe to process payments for our Services. Stripe is a third-party payment processor that handles all aspects of the payment process, including the collection and storage of your payment information. When you make a payment on our platform, your payment information is processed and stored by Stripe. To learn more about Stripe's privacy practices, please visit the link to its privacy policy here: <https://stripe.com/privacy>
- We may share personal information with your consent to provide communications or analytics for you, such as through Mailchimp, or Slack. These vendors may change over time.
- We use Google Analytics to collect and analyze data related to the use of our Site and Services. This includes information about how users interact with our Website, what pages they visit, and how they found our Site. Google Analytics processes this data to help us understand user behavior and improve our Services.

- We may share aggregate or anonymous data (including data that has had personally identifying characteristics, like your name or address, removed) with third parties for research purposes, and as part of providing our Services.
- We may share personal information when we do a business deal, or negotiate a business deal, involving the sale or transfer of all or a part of our business or assets. These deals can include any merger, financing, acquisition, or bankruptcy transaction or proceeding.
- We may share personal information for legal, protection, and safety purposes.
 - We may share information to comply with laws.
 - We may share information to respond to lawful requests and legal processes.
 - We may share information to protect the rights and property of LexMed, our agents, customers, and others. This includes enforcing our agreements, policies, and terms of use.
 - We may share information in an emergency. This includes protecting the safety of our employees and agents, our customers, or any person.
- We may share information with those who need it to do work for us.
- No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.
- We also share other information you provide us with others for to provide Services to you.

Processing of Files

When you use our Service, we may process the files and its information that you provide us using sub-processing vendors. For example, we may process audio files, administrative law judge decisions, medical records, vocational expert testimony, and other legal documents that you provide us using sub-processing vendors.

These sub-processing vendors are currently AWS, AWS Bedrock, Deepgram, and Google Cloud AI, but may change over time. AWS Bedrock provides our primary AI language model processing with zero retention policies and no data persistence. Google Cloud AI operates as a backup service under Zero Retention Policy (ZRP) but is not actively used in production. Deepgram provides automatic speech recognition services with dedicated zero retention API at premium pricing to ensure immediate data deletion. AWS maintains zero retention throughout our infrastructure. Any information you provide when using our Services may be transferred and processed by our sub-processing vendor companies for the purpose of providing their services to us.

We do not provide your personal information to these sub-processors, but if the file you provide us for processing has personal information, that is provided to these sub-processors, and we want you to be aware of that.

Our agreements with our sub-processing vendors require zero retention policies with deletion of transferred data upon processing completion, except where our sub-processing vendor is required to retain copies under applicable laws, in which case the sub-processing vendor will isolate and protect that information from any further processing except to the extent required by applicable laws. LexMed or our sub-processors may also retain limited personal information indefinitely in order to ensure transactional integrity and nonrepudiation. For example, if you provide your information and dispute the

transcription, we may retain that information even if you have deleted your account as we do not automatically delete feedback.

LexMed contracts with entities, to validate extraction results, and in some cases process and abstract Social Security disability records (eREs). LexMed maintains strict confidentiality protocols for all medical information processed through these partnerships.

STORAGE OF INFORMATION

LexMed preserves uploaded customer documents and generated outputs (transcripts, briefs, analyses) for customer access and retrieval through your account dashboard. You maintain full control over this stored content and may delete it or request that it be deleted, but we do not have an obligation to maintain your data in perpetuity. User Content is available on the Site until you delete it or for up to one year, whichever is shorter, and may be deleted by LexMed according to applicable law, this Policy, our Terms of Use, and our regularly scheduled deletion protocols, policies, and procedures.

We will keep your information for as long as you have an account or as long as we need it to fulfill the purpose for which it was collected or disclosed to you at the time of collection. We may also keep some of your information as required to meet legal or regulatory requirements, resolve disputes, prevent fraud or abuse, enforce our Terms of Use, or for other permissible purposes.

Your information collected through the Site is processed in the country in which LexMed and its service providers maintain facilities. If you are based in the United States and use our Site, you consent to have your data processed by LexMed in the United States.

While no transmission of information via the internet is completely secure, we take reasonable measures to protect your personal information. We cannot guarantee the security of your personal information or other information you may transmit to our Website; any transmission is at your own risk. Once we have received your information, LexMed maintains strict administrative, technical and physical procedures to protect information processed via our servers from unauthorized access. Access to information is limited (through user/password credentials) to those employees who require it to perform their job functions. We use industry-standard technology, including but not limited to data encryption to safeguard the information we collect from you.

YOUR INFORMATION CHOICES AND CHANGES

Our marketing emails tell you how to "opt-out." If you opt out, we may still send you non-marketing emails. Non-marketing emails include emails about your account and our business dealings with you.

You may send requests about personal information to our Contact Information below or to info@lexmed.ai. You can request to change contact choices, opt-out of our sharing with others, and update your personal information through your Account profile or through contacting us at info@lexmed.ai.

INFORMATION FOR CERTAIN VISITORS

CHILDREN

The LexMed Site is not intended for children under 13 and we do not knowingly collect personally identifiable information directly from children without parental consent. Please contact us at info@lexmed.ai if you believe we have inadvertently collected personal information from a child under 13 so that we may delete such data as soon as possible.

VISITORS FROM OUTSIDE OF THE UNITED STATES

We mention above that the Site is hosted in the United States and our headquarters is in the United States. If you are visiting the Site from outside the United States, information we collect about you will be transferred to, stored and processed in the United States in accordance with this Policy and applicable U.S. laws.

Please note that data protection and other applicable laws of the United States may differ from the data protection or consumer protection laws in your country. By using the Service, you acknowledge and consent to transfer of your information to our facilities as described in this Policy.

For our international customers, any questions or concerns regarding the collected information, use or disclosure of your information should be directed to info@lexmed.ai. Once we receive and confirm your verifiable consumer request, we will investigate and attempt to resolve complaints and disputes regarding use and disclosure of your information in accordance with this Privacy Policy.

PRIVACY RIGHTS FOR CERTAIN STATE RESIDENTS

State laws in California, Colorado, Connecticut, Delaware, Iowa, Montana, New Hampshire, New Jersey, Oregon, Texas, Utah, or Virginia may provide you with additional rights regarding our use of your personal information. This section supplements our general Policy and applies to users in the states having additional consumer data rights.

INFORMATION WE COLLECT

We collect information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device ("**personal information**"). In particular, we have collected the following categories of personal information from consumers within the last twelve (12) months:

- Identifiers, such as your name, postal address, internet protocol address, email address, or other similar identifiers.
- Additional Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), such as your telephone number.
- Internet or other similar network activity, such as your access history and information on your interaction with our Site.
- Audio, electronic, visual, thermal, olfactory, or similar information, such as your voice if you provide that to our Site through the audio file.

- Professional or employment information. Based on your use of our Site we will infer you are an attorney or you work for a law firm.

Sensitive Information

We do not request or collect sensitive personal information as defined by the California Consumer Privacy Act or any other state privacy law, but if you provide a file to us including health information or other sensitive information under the law, we may obtain the sensitive information of your client, namely their social security number and health information.

When you upload audio files or other information to our Site, you agree that you have the consent of your client and the appropriate authorizations before sharing audio files or client information with our Site. By providing such information, you represent and warrant that you have the legal right to do so and that sharing this information does not violate applicable laws, professional responsibility rules, or client agreements. If you cannot provide this representation, do not provide the information to our Site.

Sources of Collection

We obtain the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, through information we ask from you when you register with our Site.
- Directly and indirectly from you when using our Services or visiting our website. For example, usage details collected automatically in the course of your interaction with our Site.

USE OF PERSONAL INFORMATION & USE OF SENSITIVE INFORMATION

We may use or disclose the personal information we collect for one or more of the following business purposes:

- To provide services through our Site, such as providing you a transcript of your audio file. We do not use any sensitive information except to provide you Services.
- To provide you with email alerts and other notices concerning updates to our Site.
- To improve our Site.
- As necessary or appropriate to protect the rights, property or safety of us, our users or others.
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
- As described to you when collecting your personal information.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy,

liquidation, or similar proceeding, in which personal information held by us is among the assets transferred.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

STORAGE OF INFORMATION

Our storage policies are provided in the general policy. In general, your personal information and sensitive information collected through the Site is maintained as long as you maintain an account or profile with the Site. When we no longer require your information to maintain your account, we will delete it after your request to delete your account.

We will delete all of your personal data if you request us to do so by emailing us at info@lexmed.ai.

SHARING PERSONAL INFORMATION

As outlined above, we may disclose your personal information to a third party for a business purpose. When we disclose personal information for a business purpose, we enter a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract.

In the preceding twelve (12) months, we have disclosed the following categories of collected personal information for a business purpose:

- Sensitive personal information under California law, specifically social security information to provide services requested by you through the Site.

We disclose these categories of personal information for a business purpose to the following categories of third parties:

- Service providers.
- Third parties to whom you or your agents authorize us to disclose your personal information in connection with our Services.

In the preceding twelve (12) months, we have not sold any personal information.

YOUR RIGHTS AND CHOICES

Your privacy choices are important to us and we would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request LexMed disclose what personal information it collects, uses, discloses or sells. Once we receive and confirm your verifiable consumer request, we will disclose to you:

- The categories of personal information we collected about you during the past 12 months.

- Our business or commercial purpose for collecting that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

LexMed does not sell your personal information for monetary compensation. However, as described in this Privacy Policy, we may allow certain third parties, like sub-processors, obtain your information to provide services to you. Under some circumstances a transfer of personal information to a third party without monetary consideration may be considered a "sale" under California law.

To submit an access request, please email info@lexmed.ai.

The right to rectification – You have the right to request that LexMed correct any information you believe is inaccurate. You also have the right to request LexMed to complete the information you believe is incomplete. Our correction and completion of information is limited to personal data collected over the last 12 months and does not include information solely about equipment.

To submit a rectification request, please email info@lexmed.ai.

The right to data portability – You have the right to request that LexMed transfer the personal information data that we have collected to directly to you under certain conditions.

The right to erasure – Some state residents also have the right to request the deletion of their personal information collected or maintained by LexMed. Once we receive a request for deletion and confirm your verifiable consumer request, we will delete the personal information (to the extent required by law) we hold about you as of the date of your request from our records. In some cases, deletion may be accomplished through de-identification of the information. If you choose to delete your personal information, you may not be able to use certain website functions that require your personal information to operate.

If you wish to make a request for information or to delete your personal information, or for any questions about our privacy practices and compliance with state consumer data privacy laws, please contact us via email at info@lexmed.ai.

We may deny your deletion request if retaining the information is necessary for us or our service providers to:

1. Complete the transaction for which we collected the personal information or take actions reasonably anticipated within the context of our ongoing business relationship with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.

4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the state consumer data privacy laws.
6. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
7. Comply with a legal obligation.
8. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Verifying Requests Access, Data Portability, and Deletion Rights

Only you or a person registered with your Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. To help protect your privacy and maintain security, we will take steps to verify your identity before granting you access to your personal information or complying with your request.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative. In addition, if you ask us to provide you with specific pieces of personal information, we will require you to sign a declaration under penalty of perjury that you are the consumer whose personal information is the subject of the request. If you designate an authorized agent to make an access, deletion or opt-out of sale request on your behalf (a) we may require you to provide the authorized agent written permission to do so, and (b) for access and deletion requests, we may require you to verify your own identity directly with us.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

If you make a request, we have 45 days to respond to you.

We will not discriminate against you for exercising your rights. This means we will not deny you service, charge different prices or rates, provide a different level of service, or suggest that you might receive a different price or level of quality for service. Please know, if you ask us to delete your information or stop transferring your information, it may impact your experience using our Site.

CONTACT INFORMATION.

We welcome your comments or questions about this privacy policy. You may also contact us at **info@lexmed.ai**.

CHANGES TO THIS PRIVACY POLICY

The Services and our business may change from time to time. As a result, at times it may be necessary for LexMed to make changes to this Privacy Policy. LexMed reserves the right to update or modify this Privacy Policy at any time and from time to time. We will notify you by email (sent to the e-mail address specified in your Account) or by means of a notice on this Site of any material changes to this Privacy Policy. Your continued use of the Services after any changes or revisions to this Privacy Policy shall indicate your agreement with the terms of such revised Privacy Policy.