

Privacy Policy

Effective date: May 8, 2026

Sherman Abrams Labs ("Sherman Abrams Labs", "us", "we", or "our") operates the Sherman Abrams Labs mobile application (the "Service").

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

Disclaimer

Nothing in this Privacy Policy shall supersede or modify any other consent you have given (or will give) regarding the collection, use, and disclosure of your Personal Data. Please refer to the Terms & Conditions for additional information on the contractual aspects of using our Service, including limitations of liability and dispute resolution. (No Terms & Conditions excerpt is included here.)

SMS & Mobile Program Disclosures

Opt-In / Opt-Out: We may provide you with the option to receive text messages from us related to our Service. By opting in, you agree to receive text messages (SMS/MMS) about important updates and information related to your services including reminders, confirmations, rescheduling options, and cancellations

If you wish to stop receiving such text messages from us, you will be able to use a designated keyword (such as STOP) or another specified method to opt out. You may also reach out to us directly for assistance.

Help & Support: If at any time you need additional information regarding our messaging program or otherwise require assistance, you will be able to text a designated keyword (such as HELP) or contact us using the details provided in the "Contact Us" section of this Privacy Policy.

Message Frequency & Rates: You will be informed of the approximate frequency of text messages during the registration or opt-in process. Message and data rates may apply based on your mobile carrier and plan.

Data Sharing for SMS Services: We do not share your mobile opt-in information (phone numbers or records of opting in) with third parties for their marketing purposes. Any third parties we engage for messaging services act on our behalf under strict confidentiality and usage obligations.

Definitions

Service

Service means the Sherman Abrams Labs mobile application operated by Sherman Abrams Labs.

Personal Data

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

Usage Data

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Cookies

Cookies are small pieces of data stored on your mobile device.

Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable

information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data

We use your Personal Data to perform functions outlined in our Service Agreement.

Usage Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (e.g., IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers, and other diagnostic data.

When you access the Service by or through a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers, and other diagnostic data.

Location Data

We may use and store information about your location if you give us permission to do so ("Location Data"). We use this data to provide features of our Service, to improve and customize our Service.

You can enable or disable location services when you use our Service at any time through your device settings. However, if you disable location services, you may not be able to use some portions of our Service.

Contacts Usage

This part of the privacy statement describes how Sherman Abrams Labs collects and uses the contact information you provide by granting the contacts access permission in the Sherman Abrams Labs Android and iOS application. It also describes the choices available to you regarding our use of your information and how you can access and update this information.

We access the following personal information from your address book:

- Contacts' names
- Contacts' email addresses
- Contacts' phone numbers
- Contacts' organization
- Contacts' postal addresses
- Contacts' birthdays
- Contacts' gender

We use this information to:

- Populate your Contacts data in the app.

We will only use your Contacts information for the specific reason for which it was provided to us.

You can execute your right to erase the collected contact data by uninstalling the Sherman Abrams Labs application at any time.

For any questions regarding contact information usage in the Sherman Abrams Labs application, please contact Support by sending an email to support@shermanabramslab.com.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies are also used such as beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our Service.
- **Security Cookies.** We use Security Cookies for security purposes.

Use of Data

Sherman Abrams Labs uses the collected data for various purposes:

- To perform functions outlined in our Service Agreement
- To provide and maintain our Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- To detect, prevent, and address technical issues
- To provide you with news, special offers, and general information about other goods, services, and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

Transfer of Data

Your information, including Personal Data, may be transferred to—and maintained on—computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Sherman Abrams Labs will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy, and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure of Data

Disclosure for Law Enforcement

Under certain circumstances, Sherman Abrams Labs may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

Legal Requirements

Sherman Abrams Labs may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Sherman Abrams Labs
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

Security of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

"Do Not Track" Signals Under California Online Privacy Protection Act (CalOPPA)

We do not support Do Not Track ("DNT"). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Service Providers

We may employ third-party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services, or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Online Privacy Protection Act

Our Service does not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service prior to the change becoming effective and update the "Effective Date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Terms & Conditions

Effective Date: May 8, 2026

Welcome to Sherman Abrams Labs (the "Company," "we," "us," or "our"). By accessing or using any part of our service (including websites, mobile applications, or related services), you agree to be bound by these Terms & Conditions ("Terms"). If you do not agree to all the Terms, then you may not access or use our services.

1. Acceptance of Terms

These Terms & Conditions constitute a legally binding agreement made between you (“user” or “you”) and Sherman Abrams Labs, concerning your access to and use of our website(s), mobile application(s), and any other online or offline services we provide (collectively, the “Service”).

By accessing, downloading, or using any part of the Service, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree, you must refrain from using the Service.

2. Changes to Terms & Conditions

We reserve the right, in our sole discretion, to modify or replace these Terms at any time. If we make material changes, we will make every effort to notify you by posting the new Terms on this page or through other methods of communication. The “Effective Date” at the top of this page indicates when these Terms were last revised. Your continued use of the Service following the posting of revised Terms means that you accept and agree to the changes.

3. Eligibility

You must be at least 18 years of age, or the age of majority in your jurisdiction, to use the Service. By using the Service, you represent and warrant that you meet this requirement, or else you must not use the Service.

4. SMS Program & Mobile Messaging

We may offer the option for you to receive appointment reminders or other updates via SMS or MMS messaging (“Text Messages”). By opting in to receive Text Messages from Sherman Abrams Labs, you acknowledge and agree to the following:

- **Consent:** You provide consent to receive automated or non-automated Text Messages to the mobile number you have provided.
- **Message Frequency:** Message frequency may vary based on your activities, appointments, or preferences.
- **Message & Data Rates:** Standard message and data rates may apply according to your mobile plan. Sherman Abrams Labs is not responsible for any fees imposed by your wireless carrier.

- **Opt-Out:** You may opt out of receiving Text Messages at any time by replying “STOP” to any message you receive. After this, you may receive one final message confirming your opt-out; no further messages will be sent unless you opt back in.
- **Help:** For assistance, you may reply “HELP” to any Text Message, or email us at support@shermanabramslab.com. We will respond promptly to address your inquiries.
- **Privacy Policy:** Your information will be handled in accordance with our Privacy Policy, which includes a commitment not to share your mobile opt-in information with third parties for their own marketing purposes.

5. User Accounts

If our Service requires you to create an account, you agree to provide and maintain information that is accurate, complete, and current. You are responsible for safeguarding any password or credentials used to access your account and for any activities or actions under your password. You agree to notify Sherman Abrams Labs immediately upon becoming aware of any breach of security or unauthorized use of your account.

6. Intellectual Property

All content, logos, text, graphics, data, and software associated with the Service (“Content”) are the property of Sherman Abrams Labs or its licensors. You are granted a limited, revocable, non-exclusive, and non-transferable license to use the Content for your personal, non-commercial use. You agree not to reproduce, distribute, create derivative works from, or otherwise exploit any Content without our express written permission.

7. Disclaimer of Warranties

Except as expressly provided, the Service is provided on an “AS IS” and “AS AVAILABLE” basis. Sherman Abrams Labs disclaims all warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, and any warranties that materials on the Service are non-infringing; that access to the Service will be uninterrupted or error-free; and that information on the Service will be complete, accurate, or timely.

8. Limitation of Liability

To the fullest extent permitted by law, Sherman Abrams Labs and its affiliates, licensors, suppliers, or any party involved in creating, producing, or delivering the Service will not be liable for any

indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data, or goodwill. Your sole and exclusive remedy for dissatisfaction with the Service is to discontinue using it.

9. Indemnification

You agree to defend, indemnify, and hold harmless Sherman Abrams Labs and its officers, directors, employees, agents, and affiliates from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) resulting from or arising out of your violation of these Terms or your use of the Service.

10. Governing Law & Dispute Resolution

These Terms and any dispute or claim arising out of or related to these Terms or the Service will be governed by and construed in accordance with the laws of the jurisdiction in which Sherman Abrams Labs operates, without giving effect to any choice or conflict of law provision. Any legal suit, action, or proceeding arising out of or relating to these Terms shall be instituted exclusively in the courts located within that jurisdiction.

11. Links to Third-Party Sites

Our Service may contain links to third-party websites or services. We do not control and are not responsible for the content, privacy policies, or practices of any third-party sites. You acknowledge and agree that Sherman Abrams Labs shall not be responsible or liable for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content available on or through any such site or service.

12. Termination

We reserve the right, without notice and in our sole discretion, to terminate your right to access or use the Service. We are not responsible for any loss or harm related to your inability to access or use our Service.

13. Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Sherman Abrams Labs regarding the Service and supersede all prior and contemporaneous

understandings, agreements, representations, and warranties, both written and oral, regarding the Service.

14. Contact Us

If you have any questions about these Terms & Conditions, please contact us at:
support@shermanabramslab.com

SMS Opt-In Policy

Effective Date: May 8, 2026

Stay Informed with Important Updates

By providing your phone number, you consent to receive appointment reminders, test result notifications, confirmations, rescheduling options, and cancellations and other important updates from Sherman Abrams Labs.

How You Opt-In

You can opt-in to receive SMS communications through the following methods:

- ✓ In Person – During your visit, our staff will ask for your consent and record your approval.
- ✓ Over the Phone – When scheduling an appointment, you can provide verbal consent to receive text messages.
- ✓ Via Online Form – If applicable, you may also consent by checking the opt-in box on our appointment scheduling form.

How to Opt-Out

If you no longer wish to receive messages, you can opt out at any time:

- Reply HELP to any message to get list of available commands.
- Reply STOP to any message to unsubscribe.

Privacy & Security

Your information is kept confidential and is only used for communication related to our services. Standard message and data rates may apply.

For more details, contact us at support@shermanabramslab.com