

## INOGEN CONNECT PRIVACY POLICY

*Last updated on December 16, 2024.*

This **Privacy Policy** describes the information collection, use, retention and sharing practices of Inogen, Inc. and its affiliates and subsidiaries (“Inogen”, “we”, “our”, or “us”) when you interact with us through our the Inogen Connect Mobile Application or Inogen Connect Patient Portal (collectively, “Inogen Connect”), or through our website or telephone.

**IMPORTANT NOTE:** This Privacy Policy applies to personal information that you provide to us for in connection with your use of Inogen Connect that is (“**Protected Health Information**” or “**PHI**”) as defined by the Health Insurance Portability and Accountability Act of 1996, as amended, and implementing regulations (“**HIPAA**”) and our [HIPAA Notice of Privacy Practices](#) (“**HIPAA Notice**”), as well as to personal information that is not PHI. Our HIPAA Notice describes how we can use and disclose your PHI and your rights with respect to your PHI. If there is a conflict between this Privacy Policy and the HIPAA Notice, the HIPAA Notice will apply. The HIPAA Notice does not apply to information that is not PHI.

### PERSONAL INFORMATION WE COLLECT, WHY AND FOR HOW LONG

We collect personal information, which is information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, to you. We collect personal information as described below from a variety of sources in a variety of ways, including when you:

- **Contact us.** When you contact us through our website or other platforms, we collect, from you, your *personal identifiers* (name, email address, telephone number) and any information you choose to provide. We use this personal information to respond to your questions or inquiries, troubleshoot where necessary, and address any issues you have with the Services.
- **Call us.** When you call us, we collect, from you, your *personal identifiers* (name, email address, telephone number) and any information you choose to provide. We use this personal information to respond to your questions or inquiries, troubleshoot where necessary, communicate with you, and address any issues you may have.
- **Create a User Account.**
  - **User Account.** To access or use Inogen Connect, users must register.
  - **User Registration.** During registration, users will be asked to provide or confirm their name, date of birth, phone number, and email. This data will be used to align the device with the user and to provide the services under Inogen Connect. Users that obtained their device from a third-party medical device supplier (i.e., not directly from Inogen) will also be asked to provide or confirm their medical device supplier’s information.

- **Location Data.** Through Inogen Connect, if you allow it, we also gather data on the location of the device through the mobile device used to pair the oxygen concentrator.
- **Device information.** Inogen Connect collects device information related to the operation of your Inogen oxygen concentrator, including parameters such as battery life, flow-setting, errors, etc..
- **Interact with us on social media.** When you interact with our social media page on social networking websites, such as Facebook, Twitter, and LinkedIn (each a “**Social Media Page**”) (collectively “**Social Media Pages**”), we collect basic engagement metrics and use it to tailor content and marketing and use it to improve user experience as set forth in this section. Please note that we do not control the use or storage of the information that you have posted to any social networking websites. This information is collected and processed by the social networking websites for their own purposes, including marketing. For more information on how Facebook, Twitter, and LinkedIn use your personal information, please see [Facebook’s Privacy Policy](#), [Twitter’s Privacy Policy](#), and [LinkedIn’s Privacy Policy](#).

Inogen will use the personal information we collect as described in this section to provide the Inogen Connect service, to monitor the performance of the device, to provide recommendations on repair or service, to comply with the law, to efficiently maintain our business, and for other limited circumstances as described in **HOW WE SHARE YOUR PERSONAL INFORMATION**.

We retain personal information for as long as is necessary for the processing purposes for which the information was collected. We also retain personal information for purposes of compliance with our legal obligations, exercising or defending legal claims, and meeting our safety and security commitments.

## **HOW WE SHARE YOUR PERSONAL INFORMATION**

Inogen shares personal information in the following instances:

- **In the event of a corporate reorganization.** In the event that we enter into, or intend to enter into, a transaction that alters the structure of our business, such as a reorganization, merger, acquisition, sale, joint venture, assignment, consolidation, transfer, change of control, or other disposition of all or any portion of our business, assets or stock, we would share personal information with the successor entity for the purpose of continuing our business operations.
- **For legal purposes.** We share your personal information where we are legally required to do so, such as in response to court orders, governmental/regulatory bodies, law enforcement or legal process, including for national security purposes. We may share your information with our legal advisors or auditors to establish, protect, or exercise our legal rights or as required to enforce our terms of service or other contracts or to defend against

legal claims or demands. We also share this information with third parties as necessary to: detect, investigate, prevent, or take action against illegal activities, fraud, or situations involving potential threats to the rights, property, or personal safety of any person; to comply with the requirements of any applicable law; or to comply with our legal obligations.

- **With service providers.** We disclose your personal information with service providers that assist us in providing Inogen Connect. These service providers assist us with the following: information technology (“IT”) support; order fulfillment; website hosting; data analysis; customer service; email delivery; text messaging; auditing; analytics services; and similar services.
- **With Medical Device Suppliers.** If you purchased your device from a third-party medical device supplier, we share your information with the applicable supplier.
- **With your consent.** Apart from the reasons identified above, we may request your permission to share your personal information for a specific purpose. We will notify you and request consent before you provide the personal information or before the personal information you have already provided is shared for such purpose.
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## YOUR INFORMATION CHOICES

You have the following choices with respect to your personal information:

- **Correct or View Your Information.** You may email us at [privacy@inogen.net](mailto:privacy@inogen.net) to request that we correct or to view certain personal information of yours in our possession.
- **Revoke Your Consent.** You may revoke your consent to our sharing of your information at any time and may do so by contacting us via email at [privacy@inogen.net](mailto:privacy@inogen.net).

## DO NOT TRACK

We do not respond to Do Not Track requests sent to us directly. Do Not Track is a preference you can set in your web browser to inform websites and mobile applications 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.

## INFORMATION SECURITY

We implement appropriate technical and organizational security measures, such as access controls and encryption (at rest and in transit), to protect the personal information that we collect and maintain from unauthorized access, destruction, use, modification, or disclosure. However, no

security measure or modality of data transmission is 100% secure, and we are unable to guarantee the absolute security of the personal information we have collected from you.

### **CHILDREN'S PRIVACY**

Inogen Connect and all related Inogen services are not intended for individuals under the age of eighteen (18) years without adult supervision.

### **CHANGES TO THIS PRIVACY STATEMENT**

We may amend this Privacy Statement in our sole discretion at any time. If we do, we will post the changes, and will indicate the date the changes go into effect. We encourage you to review our Privacy Statement to stay informed. If we make changes that materially affect your privacy rights, we will notify you by prominent posting on the website and/or via email, and obtain your consent, if required.

### **CONTACT US**

If you have any questions or concerns regarding this Privacy Statement, please contact us via email at [privacy@inogen.net](mailto:privacy@inogen.net).