

US-EU Safe Harbor Data Privacy Statement

Revision 1.0

INTRODUCTION

Protecting the privacy of information is of foremost importance to RAVSoft Solutions Inc. As such, the organization has put into practice a set of policies, procedures, and standards to provide the capability to maintain the privacy of personal information in its custody.

This U.S. – EU Safe Harbor Data Privacy Statement (the “**Statement**”) has been developed in response to the European Commission’s Directive on Data Protection enacted in October 1998, which includes requirements that prohibit the transfer of personal data to non-European Union nations that do not meet their standards for privacy protection.

RAVSoft Solutions Inc. acts in accordance with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. RAVSoft Solutions Inc. has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To know more about the Safe Harbor program, and to view RAVSoft Solutions’ certification, please visit <http://www.export.gov/safeharbor/>

DEFINITIONS

The following expressions as used in this Statement have the meanings set forth below:

“**RAVSoft**” and “**RAVSoft Solutions**” refer to RAVSoft Solutions Inc., a corporation established under the laws of Maryland.

“**Agent**” means any third party that collects or uses personal information under the instructions of RAVSoft Solutions.

“**Personal information**” means any information or set of information that identifies or is used by or on behalf of RAVSoft Solutions to identify an individual. It does not include information that has been fully anonymized (i.e. information that cannot, for example, be decoded).

“**Sensitive personal information**” means personal information that reveals race, ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, or that concerns health or sex life.

OVERVIEW OF RAVSoft Solutions

RAVSoft Solutions provides IT services for Healthcare Industry. Over the years, we have developed competencies across various areas of Healthcare Industry and also enriched our domain expertise by addressing various customer requirements.

We ensure ourselves to be always in the forefront of technology, evolving healthcare Standards, Regulatory Changes and Workflows. This helps us provide our customers with precisely what they need for the challenges of the IT industry.

We are a Maryland corporation with principal executive office located at 12123 Fulton Ridge Dr. Fulton, MD 20759. U.S.A

NOTICE

RAVSoft Solutions collects required personal information about its employees for the sole purpose of maintaining the employment relationship – including the fulfilment of the human resources, payroll, benefits, and any other management obligations. The collection and processing of this information is subject to the national laws of the EU country where it was collected, and any conditions for or restrictions on its transfer according to those laws will be respected.

At times, clients of RAVSoft Solutions may provide personal information – especially personal health information regarding their clients or patients, to RAVSoft. Any such information provided is solely for the purpose of providing troubleshooting, diagnostic, or other support services on the software products provided by RAVsoft clients. In such situations RAVSoft's Clients act as the data controller for any European customer Data.

Any inquiries or complaints regarding RAVSoft Solutions collection or use of personal information or about the company's policies, standards and procedures may be addressed to Privacy.Officer@ravsoftsolutions.com

CHOICE

Individuals may choose to opt out if their personal information is to be shared by RAVSoft with a non-agent 3rd-party or used for a purpose other than the purpose for which it was received by RAVSoft.

For sensitive personal information, individuals and RAVSoft Clients will be given the opportunity to affirmatively opt-in to the disclosure of the information to a non-agent 3rd party or to the use of the sensitive information for a purpose other than the purpose for which it was originally received by RAVSoft or subsequently authorized by the individual through the exercise of opt-in choice

ONWARD TRANSFERS

RAVSoft Solutions will transfer personal information received from the EU to a third party agent only if:

1. The agent complies with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework; or
2. The agent party has entered into a contract or written agreement with RAVSoft Solutions to ensure that they follow the same level of privacy protection as RAVSoft; or
3. The data subject has provided written consent for the transfer of information

When RAVSoft Solutions has knowledge that the agent is using or sharing this personal information in a way that is contrary to the permitted uses of this information, RAVSoft will take reasonable effort to prevent or stop such processing or use.

SECURITY

RAVSoft Solutions takes measures to protect personal information from loss, misuse and unauthorized access, disclosure, alterations and destruction. These precautions include data redundancy, encryption, and the implementation of other physical, technical, and administrative controls.

DATA INTEGRITY

Information regarding the employees of RAVSoft Solutions will only be used for the purposes for which it was collected – including the fulfilment of the human resources, payroll, benefits, and other management obligations of the employment relationship.

Information regarding individuals that RAVSoft Solutions receives from its clients will only be used for the purposes of providing troubleshooting, diagnostic, or other support services on the software products provided. RAVSoft relies upon assurances from its clients that the personal information that RAVSoft receives or is given access to by its clients is relevant for the purposes for which it is to be used and that the client has obtained the requisite consent from the individual to enable the lawful processing of data by RAVSoft. RAVSoft Solutions uses the data only in accordance with client instruction.

The RAVSoft Solutions Privacy department will periodically review and conduct compliance audits of the relevant privacy policies and practices to verify adherence to them.

RAVSoft Solutions management will remedy any issues arising out of failure to comply with any internal privacy policies and procedures.

ACCESS

Upon request, RAVSoft Solutions will allow individuals access to personal information that it holds about them. All such requests should first be made to the organization to which the information was initially provided:

- RAVSoft employees should make the request to their local Human Resources department or representative.
- Anyone else should make the request to the RAVSoft client that provided the information to RAVSoft Solutions.

ENFORCEMENT

RAVSoft Solutions will cooperate with the Data Protection Authorities (“DPAs”) of EU Member States where it has operations or clients in the investigation and resolution of complaints and will comply with advice given by the DPAs.

Any employee that RAVSoft Solutions determines to be in violation of this policy will be subject to disciplinary action, up to and including termination.

Any issues, concerns, or questions regarding this Statement or RAVSoft Solution’s privacy policies, standards, or procedures may be directed to Privacy.Officer@ravsoftsolutions.com.