

WillowWood Global LLC - Privacy Policy

Last Updated: 15th April 2026

1. Introduction

WillowWood Global LLC (“Company,” “we,” “our,” or “us”) is committed to protecting the privacy and security of personal and health-related information. This Privacy Policy describes how we collect, use, disclose, and safeguard information in connection with our medical devices, software, services, and website.

By using our devices, software, services, and website, you agree to the practices described in this Privacy Policy.

2. Information We Collect

Device and Technical Data

- Device identifiers (e.g., serial number, IP address)
 - Usage logs and performance data
 - Mobile or app interaction data
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3. How We Use Information

We use collected information to:

- Provide and operate our medical devices and services
 - Monitor device safety and performance
 - Improve products, research, and development
 - Comply with legal and regulatory obligations
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4. Sharing and Disclosure of Information

We may share information with:

- **Regulatory Authorities** – as required for safety reporting and compliance
- **Legal Authorities** – when required by law or to protect rights and safety

We do **not sell personal or health data**.

5. HIPAA Compliance (U.S. Only)

Where applicable, we comply with the Health Insurance Portability and Accountability Act (HIPAA). We do not collect Protected Health Information (PHI).

6. Data Security

We implement appropriate technical, administrative, and physical safeguards, including:

- Encryption of data in transit and at rest
 - Access controls and authentication
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7. Data Retention

We retain information only as long as necessary to:

- Fulfill the purposes outlined in this policy
 - Comply with legal and regulatory requirements
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8. Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted with an updated “Last Updated” date. Continued use of our services indicates acceptance of the revised policy.

9. Contact Us

If you have questions or concerns about this Privacy Policy, please contact:

WillowWood Global LLC

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P.O. Box 130 Mt. Sterling,

Ohio 43143

Email: Regulatory@willowwood.com

Phone: +1-740-869-3377