

## **Livongo Children's Online Privacy Policy**

Livongo Health, Inc. ("Livongo") is dedicated to protecting the privacy of children that enroll in our programs. This Children's Online Privacy Policy explains our information collection, disclosure, and parental consent practices with respect to information provided by children under the age of 13 ("child" or "children") and supplements our [Privacy Policy and Notice of Privacy Practices](#). This policy is in accordance with the U.S. Children's Online Privacy Protection Act ("COPPA") and outlines our practices in the United States regarding our collection, use, and disclosure, of children's personal information.

If you have questions or concerns about Livongo's privacy practices, please call contact our member support line at (800) 945-4355 or [membersupport@livongo.com](mailto:membersupport@livongo.com). Additional contact information is available below.

### **The Types, Uses, and Disclosures of Information Collected from Children by Livongo**

#### **Enrollment in the Livongo Program**

During enrollment, Livongo will collect basic demographic information about an individual. If an individual is identified as a child and requires parental consent under COPPA, we will cease collecting any further information, other than parental or legal guardian contact information, until we have obtained full verifiable parental consent. Once we receive parental or legal guardian consent, we will collect additional information from a parent or legal guardian such as contact and insurance information.

Once we receive consent, and the child is confirmed as eligible for a Livongo Program, the child will begin to receive the benefits of the Livongo Program for which the child has enrolled. The Livongo Program includes a connected device and app, unlimited strips and lancets, personalized tips and insights, access to expert coaches, shareable health reports, and 24/7 support.

#### **Collection of Health and Usage Data**

As part of a Livongo Program, Livongo may receive certain types of personal information (including height, weight, medical history, and insurance information), connected device readings, lab results, and prescription data. Livongo may use cookies and other personal or persistent identifiers, such as email and IP addresses, to analyze and personalize the Livongo Program experience.

#### **Access to Livongo Expert Coaches**

Livongo members get unlimited access to Livongo Expert Coaches, including through phone, email, text, or chat.

#### **Disclosures to Other Parties**

In addition to instances where a child with full verifiable parent consent has directed Livongo to disclose their information to another party, such as to their doctor, we may also disclose personal information of children in a limited number of circumstances, including:

- With our services provides to provide a service to Livongo.

- If permitted or required by law, including to law enforcement, in response to a court order or subpoena, or to protect the security integrity of the Livongo Programs.
- As permitted by Livongo's [Privacy Policy and Notice of Privacy Practices](#).

Livongo works with PRIVO. PRIVO is a leading privacy solutions expert as well as an FTC approved COPPA Safe Harbor with an identity and consent management platform. All information collected for verification is stored securely and not used for any other purpose. For more information on PRIVO please see: <https://www.privo.com/platform-privacy-policy>.

### **Parental Choices and Controls**

At any time, parents can refuse to permit us to collect further personal information from their child in association with a Livongo Program account and can request that we delete from our records the personal information we have collected in connection with that account. Please keep in mind that a request to delete records may lead to a termination the child's Livongo Program.

Where a child has enrolled in a Livongo Program, a parent can request access, change, or deletion of the personally identifiable information that we have collected from their child by contacting Livongo Member Support using any of the methods below 24 hours a day, 365 days a year:

- Phone: (800) 945-4355
- Email: [membersupport@livongo.com](mailto:membersupport@livongo.com)

In any correspondence such as email or mail, please include information that will help us identify the child as well as the parent's email address and telephone number. To protect children's privacy and security, we will take reasonable steps to help verify a parent's identity before granting permission to any personal information.

### **Additional Contact Information**

Any additional inquiries about this Children's Online Privacy Policy may be directed to Livongo Member Support as follows:

- Phone: (800) 945-4355
- Email: [membersupport@livongo.com](mailto:membersupport@livongo.com)
- Address: Livongo Health, Inc.  
Attn: Member Support  
444 N. Michigan Ave., Suite 3400  
Chicago, IL 60611

*Note: We reserve the right to amend the terms of this policy to reflect changes in our privacy practices or the law. Accordingly, please check back periodically. If we make a material change to this policy, we will provide you with notice before making the changes.*

*Effective: January 1, 2020*

*Last Updated: December 17, 2019*