

Ask4Rain LLC Privacy Policy

Ask4Rain LLC (“Ask4Rain” aka “CaseFlow”, or “we”, or “our” or “us”) is a world leader in case management software for health and human services. We understand your desire to have your personal information protected. Ask4Rain respects your concerns about privacy and values its relationship with you.

This Privacy Policy describes the types of information we may collect via Ask4Rain’s web sites, how we may use that information and with whom we may share it. Our Privacy Policy also describes the measures we take to protect the security of your information. It will tell you how you can contact us to update your information, remove your name from our mailing lists or get answers to questions you may have about our privacy practices.

Information We Collect

Personal Information

We may request that you provide certain personal information if you contact us, purchase an item from our website, request technical support, subscribe to a newsletter, provide feedback on a particular offer or product, participate in a promotion, or seek business development/career opportunities. The nature of our service, CaseFlow®, is to collect sensitive personal data about your organization’s employees and clients to accomplish the purpose of case and business management. Outside of the CaseFlow server environment, on other Ask4Rain websites, the information we collect is generally limited to your full name, physical address, email address and phone number, although we may request other information such as your billing address and payment information in the event that you decide to complete a transaction. We may also collect “opt-in” records and timestamps for all communications channels, including SMS texting, email, etc. In general, we limit the amount of personal information we require to just that needed to complete a specific transaction. For example, we will not ask for billing information unless in connection with a billing transaction.

You may also be asked in cases to establish an account in order to obtain the service, and establish entitlement to upgrades and updates required for the service to provide ongoing protection in accordance with its function. This information will be used by Ask4Rain to ensure you have access to renewal, support and other services.

Our processing and transfer of the data you provide is limited to the following purposes: fulfillment of your order(s)/contract(s), extension/delivering product updates/service-subscriptions or licenses, product registration and activation, customer and technical support as you may request from time to time, processing license renewals as requested by you, automatically processing license renewals if you elect automatic renewal of your subscription, notifications of service availability, notifications initiated by your parent organization to its staff, affiliates and clients for case management purposes, and internal (compliance) audits and fraud prevention. You always have the ability to decide whether to proceed with any activity that requests personal information. If you do not wish to provide the requested information, however, you may not be able to complete the transaction or obtain full functionality on the site if the information is essential to complete the transaction or functionality.

Non-Personal Information

We collect certain aggregate and non-personal information when users visit our web sites. Aggregate and non-personal information does not relate to a single, identifiable visitor. It tells us general information such as how many users visited our sites and the pages they accessed. By collecting this information, we

learn how to best tailor our web sites to our visitors. Through various tracking methods and using log files, we may track domain names, IP addresses, browser types and device information from those who visit our web sites. We use this information to track aggregate website traffic patterns, enhance website functionality and user experience, ensure security and prevent fraud. Such information is not correlated with any personal information.

Cookies

Ask4Rain may use cookies from time to time. A cookie is a unique text file that a web site can send to your browser software. Cookies enable a web site to tailor information presented to you based on your browsing preferences. Ask4Rain may use cookies to personalize web pages during your visit to our web sites, and/or to remember you for easy navigation and access during your return visits after registering for our products, services and other offers including but not limited to documents, webcasts, events, evaluation software, e-books, etc. For these purposes, some cookies may be tied to your e-mail address.

Ask4Rain may also use cookies to track your visit to our websites to collect aggregate data, improve website functionality and user experience, and measure the effectiveness of our services. However, this information will only be used for analytical purposes and will be limited to the minimum necessary to perform the analysis. If you do not want Ask4Rain to deploy cookies in your browser, you can set your browser's privacy settings to reject cookies or to notify you when a web site tries to put a cookie in your browser software. Be aware that rejecting cookies may affect your ability to use of some of the products and/or services at our web sites.

Customer Communication Information

Ask4Rain records inquiries and service requests received from and to you through all communication channels including text messaging, voice calls, email and online meetings. This information may include your contact information, appointment details and preferences, service history, feedback and sales discussions.

Participation in Forums

On some of Ask4Rain's websites, we may offer you the possibility of participating in online forums. To do so, Ask4Rain may require sufficient information to clearly identify you so that, where applicable, we can subsequently identify authors of illegal or other content which does not comply with our requirements. Your personal data is not disclosed to other forum participants unless you have consented to the same in your user profile.

Sharing Your Information with Third Parties

Collecting and securing information about our customers and our customers' clients is a critical part of our business services, and we do not sell, rent or trade personal information. We may share personal information only as described below.

We may share information within Ask4Rain, including among subsidiaries, for the purpose of providing the services you have requested.

We may share information if all or part of Ask4Rain is sold, merged, dissolved, acquired, or disbanded to any extent in a similar transaction, or in connection with steps that may need to be taken in anticipation of such events.

We may share information for purposes of legal compliance, or to protect our rights. We may cooperate with law enforcement authorities in investigating and prosecuting activities that are illegal, violate our rules, or may be harmful to other visitors or users. In certain instances, it may be necessary for Ask4Rain to disclose your personal information to government officials or otherwise as required by applicable law. No personally identifiable information will be disclosed to any law enforcement agency or governmental agency except in response to:

- A subpoena, warrant or other process issued by a court of competent jurisdiction;
- A legal process having the same consequence as a court-issued request for information, in that Ask4Rain would be in breach of law were it to refuse to provide such information, and it or its officers, executive or employees would be subject to liability for failing to honor such legal process; or,
- Where such disclosure is necessary for Ask4Rain to enforce its legal rights pursuant to the laws of the jurisdiction from which such information was gathered, and there is a legal basis to do so.

We may share information with third-party companies with which we have a business relationship or hire to perform services on our behalf. These third-party providers may include vendors who assist in our operations (e.g., payment processing, appointment scheduling). All service providers are contractually obligated to maintain the confidentiality and security of your personal data.

Ask4Rain may transmit customer credit card information through a third-party payment processor to its third-party bank to process and complete credit card transactions. These third parties transmit and store the personal and financial information provided by their customers for credit card transactions through secure systems with security technology, encryption and firewall protection. Please note that these vendors have their own privacy policies, and although Ask4Rain's agreement with them does not allow the other transacting party to use this information for anything other than providing payment services, Ask4Rain is not responsible for their actions, including their information protection practices.

Ask4Rain may hire a third-party company to help us send and manage email messages, and we would then provide that third-party company your name and email address for them to send messages on our behalf or on behalf of the organization representing you. Emails may include bulletins of service availability, case or business process updates, newsletters and other communications. If you do not wish to continue receiving such communications you can opt-out of receiving them by clicking or replying to the "unsubscribe" button and/or address in the body of the email.

IMPORTANT NOTICE REGARDING TEXT MESSAGING DATA

Ask4Rain may contract with third-party companies to help us send and manage SMS text messages, and we may provide third-parties with your mobile number for them to send messages on our behalf or on behalf of the organization representing you. Ask4Rain DOES NOT share, sell, rent, trade or otherwise provide your phone numbers or messaging consent information to any third parties or affiliates for marketing, promotional or any other purposes unrelated to providing our direct services. All text messaging originator opt-in data is kept strictly confidential.

SMS Messaging and Compliance

By opting into our SMS messaging services, you agree to receive text messages related to our services, including appointment reminders, customer support, and important updates.

Opt-In & Consent:

- You will only receive messages if you have explicitly opted in.

- We maintain timestamped records of all opt-in actions.
- We comply with the Telephone Consumer Protection Act (TCPA) and all applicable laws.

Opt-Out Instructions:

- You can cancel SMS notifications at any time by replying "STOP".
- You will receive a final confirmation message, and no further messages will be sent unless you re-opt in.
- All opt-out requests are processed immediately.

Message Frequency & Content:

- Message frequency varies based on your interactions with our business.
- Messages will be directly related to the services you have requested.
- We do not send promotional content without specific consent.

Help & Support:

- Reply "HELP" for assistance or contact us via your technical point of contact, as provided during your opt-in. If you have no record of the point of contact, email support@caseflow.global.
- Customer support is available during regular business hours.

Carrier Information:

- Standard message and data rates may apply.
- Carriers are not liable for delayed or undelivered messages.
- Supported carriers include AT&T, Verizon, T-Mobile, Sprint, and most regional carriers.

SMS Data Protection Statement

No mobile information will be shared with third parties/affiliates for marketing or promotional purposes. Information sharing to subcontractors in support services, such as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We implement strict data protection measures to safeguard your SMS opt-in information and consent records.

Security of Personal Information

We have taken appropriate security measures, consistent with modern information practices, to protect your personal information. These measures include, on our web sites and Internet-enabled technologies, administrative, technical, physical and procedural steps to protect your data from misuse, unauthorized access or disclosure, loss, alteration, or destruction.

Links to Business Partners and Vendors/Re-Sellers

On certain Ask4Rain web sites, we may provide links to companies with whom we may have a business relationship. However, Ask4Rain is not responsible for the privacy practices of any party to which we provide links, including our business partners. We encourage you to read their privacy statements, as they may differ from ours. By clicking on a link to access a non- Ask4Rain web site, you are agreeing to submit to that site's privacy practices.

Contact Us

If you have questions about this Privacy Policy or how your information is handled, contact us at:

CaseFlow

Phone: (406) 451-0177

Email: info@caseflow.global

Website: <https://caseflow.global/contact/>

By using our website and services, you consent to this Privacy Policy.

This Privacy Policy, as updated or amended from time to time, applies to all Ask4Rain products and websites. The latest version will always be available on our website with the effective date. For significant changes, we will notify you by email or through a notice on our website.

Revised: July 13, 2026