

Privacy Policy

Jounce Platform · jouncein.com

Effective Date: April 2026

Jounce, Inc. (“Jounce,” “we,” “our,” or “us”) values your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, share, and safeguard information when you use the Jounce mobile application and related services (“Platform”).

By using the Platform, you consent to the data practices described in this Privacy Policy. If you do not agree, please discontinue use of the Platform.

1. Information We Collect

1a. Information You Provide

- Personal Information: Name, address, phone number, email address, and payment details.
- Account Information: Username, password, and account preferences.
- Child Information (provided by parent/guardian): Child’s first name, age or date of birth, support needs, therapy goals, and session notes. This information is provided by and remains under the control of the parent or legal guardian.
- Health Information: Medical or diagnostic information related to therapy services, subject to HIPAA protections where applicable. For families using Jounce’s insurance billing integration, this includes formal diagnosis documentation and ICD-10 diagnostic codes provided by the family’s healthcare provider, which are required by the insurance carrier for claims processing through Office Ally.
- Provider Information: Professional license numbers, certifications, credential documentation, service specialties, and availability. For Respite Care providers specifically, background check reports and supporting documentation including criminal history search results, registry check outcomes, and identity verification records.

1b. Information We Collect Automatically

- Usage Data: Device type, operating system, IP address, session duration, and feature interactions for analytics and Platform improvement.
- Booking & Transaction Data: Session dates, service types, payment amounts, and cancellation records.

2. How We Use Your Information

We use collected information to:

- Match families with licensed providers based on support needs, location, language, and cultural preferences.
- Schedule, confirm, and manage appointments.
- Process payments and issue receipts, including HSA/FSA documentation.
- Verify provider credentials and monitor ongoing license status.
- Send session reminders, completion notifications, and platform updates.
- Improve Platform functionality, matching quality, and user experience.

- Comply with legal, regulatory, and HIPAA obligations.

3. Information Sharing

We do not sell your personal information. We may share information in the following limited circumstances:

- With Providers: Session details and child support need information are shared with the matched provider to deliver services. Providers are bound by confidentiality obligations and, where applicable, HIPAA.
- With Payment Processors — Stripe: Payment information is processed securely through Stripe, Inc. Stripe's privacy practices are governed by its own privacy policy at stripe.com/privacy.
- With Insurance Billing Partners — Office Ally: If you use Jounce's insurance billing integration, relevant session information, diagnostic codes, and formal diagnosis documentation are shared with Office Ally, our third-party insurance clearinghouse, for claims processing. A formal diagnosis is required by the insurance carrier before any insurance claim can be submitted. Office Ally is a HIPAA Business Associate and processes data under a Business Associate Agreement (BAA) with Jounce.
- With Background Screening Partners — Checkr: For Respite Care providers, background check data is processed through Checkr, our integrated FCRA-compliant screening partner. Checkr's privacy practices are governed by its own privacy policy at checkr.com/privacy.
- With Analytics & Operations Tools: We may use third-party tools for platform analytics, app functionality, and communications. Any such tools are vetted for security compliance and data minimization practices. A current list is available upon request at support@jouncein.com.
- With Legal Authorities: We may disclose information when required by law, subpoena, or court order, or to protect the safety of our users or the public.

We will update this section as new third-party integrations are added. Users will be notified of any material changes.

4. HIPAA & Health Information

Where Jounce facilitates the provision of covered health services, we operate as a HIPAA Business Associate to the licensed providers on our Platform. Health information collected through the Platform is handled in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and its implementing regulations. We maintain a Business Associate Agreement (BAA) with Office Ally and any other covered third parties that process Protected Health Information (PHI) on our behalf. We do not use PHI for marketing purposes.

5. Children's Privacy & COPPA Compliance

Jounce's Platform is designed for use by parents and legal guardians on behalf of their children. We do not knowingly permit children under the age of 13 to create accounts or directly submit personal information. All child-related information — including name, age, and support needs — is submitted exclusively by the child's parent or legal guardian, who retains full control over that information.

In compliance with the Children's Online Privacy Protection Act (COPPA), parents and guardians have the right to:

- Review any personal information collected about their child.
- Request correction or deletion of their child's information at any time.

- Withdraw consent for collection of their child’s data, subject to any legal retention obligations. To exercise any of these rights, please contact us at support@jouncein.com. We will respond within 30 days.

As Jounce adds insurance billing functionality via Office Ally, additional parental consent disclosures will be implemented in compliance with applicable HIPAA and COPPA requirements.

6. Data Protection

We implement industry-standard security measures to protect your information, including:

- HIPAA-compliant data handling and storage.
- End-to-end encryption for all data in transit.
- Encrypted data at rest on secure, access-restricted servers.
- Routine security audits and vulnerability assessments.
- Role-based access controls — only authorized personnel can access sensitive data.
- Business Associate Agreements (BAAs) with all third parties that handle Protected Health Information.

7. Data Retention

We retain personal information for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce agreements. Standard retention periods we apply are:

- Account & Profile Information: Retained for the duration of the account, plus 3 years after account closure.
- Health & Session Records: Retained for a minimum of 6 years from the date of service, in accordance with HIPAA requirements and applicable state law. New York and New Jersey may require longer retention periods for certain categories of health records.
- Payment Records: Retained for 7 years in accordance with IRS and financial record-keeping requirements.
- Background Check Records (Respite Care providers): Retained for the duration of the provider’s active status on the Platform, plus 3 years after account closure.
- Usage & Analytics Data: Retained for up to 2 years in aggregated or de-identified form.

Following the applicable retention period, data is securely deleted or anonymized. You may request early deletion of your personal information (excluding data subject to legal retention obligations) by contacting support@jouncein.com.

8. Your Rights

All users have the right to:

- Access: Request a copy of the personal information we hold about you.
- Correction: Request correction of inaccurate or incomplete information.
- Deletion: Request deletion of your personal information, subject to legal retention requirements.
- Withdrawal of Consent: Withdraw consent for non-essential data processing at any time.
- Data Portability: Request a structured, machine-readable copy of your data where technically feasible.

To exercise any of these rights, contact us at support@jouncein.com. We will respond within 30 days.

9. California Residents — CCPA/CPRA Rights

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA):

- **Right to Know:** You may request disclosure of the categories and specific pieces of personal information we have collected about you in the past 12 months, the sources of that information, the purposes for collecting it, and the categories of third parties with whom it has been shared.
- **Right to Delete:** You may request deletion of your personal information, subject to certain exceptions (e.g., legal obligations, fraud prevention, completion of a transaction).
- **Right to Opt-Out of Sale:** Jounce does not sell personal information. If this practice changes, we will provide a prominent opt-out mechanism before doing so.
- **Right to Non-Discrimination:** You will not be discriminated against for exercising your CCPA rights.
- **Right to Correct:** You may request correction of inaccurate personal information.
- **Right to Limit Use of Sensitive Personal Information:** You may limit our use of sensitive personal information (such as health data) to purposes necessary for providing services.

To exercise California rights, contact us at support@jouncein.com with the subject line “California Privacy Request.” We will verify your identity and respond within 45 days, with a possible 45-day extension if needed.

10. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or Platform features. Material changes will be communicated via email or in-app notification at least 14 days before they take effect. Your continued use of the Platform after the effective date constitutes acceptance of the updated Policy.

11. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

- Email: support@jouncein.com
- Website: jouncein.com
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For HIPAA-related requests or to exercise rights regarding Protected Health Information specifically, please include “HIPAA Request” in the subject line of your email.