



COOKIE NOTICE

Effective: March 1, 2026

[Castlight Health, Inc.](#), including its affiliates and subsidiaries (collectively, “**Castlight**”) and [Vera Whole Health, Inc.](#), including its affiliates and subsidiaries, as well as the Vera-friendly PCs, (collectively, “**Vera**”) (“it,” “our,” “us,” or “we”) refers to the two (2) national healthcare delivery organizations providing digital healthcare navigation and clinical and advanced primary care services.

This Cookie Notice explains how we use cookies and similar tracking technologies in the course of offering our Services (as defined in our [Privacy Statement](#)) and when you access any of our websites on [www.apreehealth.com](#), [www.castlighthealth.com](#), [www.verawholehealth.com](#), or any website or mobile application owned, operated, or controlled by us, including the Castlight Platform or the My Vera App , (collectively, “**Corporate Websites**”). This Notice also applies when you open or interact with any Outreach Communications (e.g., emails and SMS texts, as defined in our [Privacy Statement](#)) delivered through the use of our Services.

In some cases we may use cookies and other tracking technologies described in this Cookie Notice to collect Personal Information, or to collect information that becomes Personal Information if we combine it with other information. For more information about how we process your Personal Information, please review our [Privacy Statement](#). To see what cookies are served on our Corporate Websites, please visit our Cookie Settings Preference Center.

HIPAA Disclosure Related to Tracking Technologies. In providing our Services as a regulated entity, either as a covered entity or as a business associate, we do not use cookies and other tracking technologies in a manner that would result in an impermissible disclosure of protected health information (“**PHI**”) to a third-party tracking technology vendor, or in violation of any current [HIPAA Regulation](#). Any use of cookies and other tracking technologies that involves the use of or access to PHI requires a signed business associate agreement with such third-party vendors.

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Section 1: What Are Cookies?

Cookies are small text files that are placed on your computer or mobile device when you visit a website, such as our Corporate Websites. Cookies are widely used by online service providers, including covered



entities and business associates in the healthcare context, in order to make our websites or services work, or operate more efficiently, as well as to provide reporting information (e.g., improve the website experience, providing information on the user to the owners of the site).

Cookies set by the website owner or service provider (in this case, us) are called “**First-Party Cookies**”. Cookies set by parties other than the website owner are called “**Third-Party Cookies**”. Third-Party Cookies enable third-party features or functionality to be provided on or through the website or service you are using (such as analytics or advertising). Third parties that set Third-Party Cookies can recognize your computer both when it visits the website or service in question and also when it visits certain other websites or services.

Section 2: Why Do We Use Cookies and Other Tracking Technologies?

We use First-Party and Third-Party Cookies for several reasons, such as, but not limited to, the following purposes:

1. **For Strictly Necessary Purposes.** Some cookies are required for technical reasons in order for our Corporate Websites and our Services to operate, (collectively referred to as “**Strictly Necessary Cookies**” or “**Essential Cookies**”).
2. **For Performance of our Corporate Websites and our Service.** These cookies enable us to track and target your interests on our Corporate Websites (collectively “**Performance and Functionality Cookies**”). For example, we use cookies to tailor content and information that we may send or display to you, as well as to otherwise personalize your experience while interacting with our Corporate Websites and improve the functionality of our Services we provide.
3. **For Analytics.** These cookies enable us and our contracted third party vendors (i.e., [Google Analytics](#), [Hubspot](#), and [Lead Lander](#)) to serve cookies through our Corporate Websites and Service for advertising, analytics, and other purposes.

Section 3: Cookies Served Through our Corporate Websites and Our Services

The specific types of First and Third-Party Cookies served through our Corporate Websites and the purposes they perform are as follows:

1. **Strictly Necessary Cookies (First-Party Cookies).** These cookies are essential and strictly necessary to provide you with our Service and features available through our Corporate Websites (e.g., communicating with a member of our Care Team via async chats in-app). Because these cookies are strictly necessary to deliver our Corporate Websites, you cannot refuse them without impacting how our Corporate Websites operate.
2. **Performance and Functionality Cookies (First-Party Cookies).** These cookies are used to customize experiences and enhance the performance and functionality of our Corporate Websites. They help us to know how you interact with our Corporate Websites (e.g., which

pages are the most and least frequently visited, how much time is spent on a particular page, or how visitors move around our Corporate Websites). While we can identify certain website visitor behaviors, the identity of the individual website visitor is not made available to us. Although vital to us so that we can understand how well our sites are operating, these cookies are non-essential to the use of our Corporate Websites. However, without these cookies, certain functionalities may become unavailable.

3. **Analytical Cookies (Third-Party Cookies).** Analytical Cookies collect information that is used to analyze and understand how our Corporate Websites are being used, how effective our marketing campaigns are, and to help us customize our Corporate Websites for you in order to enhance your experience.
 - a. **Google Analytics.** We use the web analytics service provided by [Google Analytics](#) on our Corporate Websites. For this purpose, Google will use the information obtained on our behalf as the owner of our Corporate Websites to: i) evaluate your use of our Corporate Websites; ii) compile reports on website activity; and iii) to provide us with other services related to website activity and internet usage. The following information, among others, may be collected: country of origin, date and time of the page view, click path, information about the browser you are using and the device you are using, pages visited, and referrer URL (website from which you accessed our Corporate Websites). The IP address of your browser transmitted by Google Analytics is not linked to any other Google data. Google Analytics uses technologies such as cookies, web storage in the browser, and tracking pixels, which enable an analysis of your use of our Corporate Websites.
 - b. **HubSpot.** We use [HubSpot](#)'s web traffic analytics tool to view our website traffic data, such as viewing traffic by source, topic cluster, device type, country, and more.
 - c. **Lead Lander.** [LeadLander](#) is a third party provider that helps us monitor our site traffic and use. It uses cookies to collect information about our website visitors, such as IP addresses and search-related data, in order to evaluate visits to, and monitor use of, the Site. This helps us to optimize our marketing efforts.
4. **Advertising (Targeting) Cookies (Third-Party Cookies).** To the extent we use Advertising Cookies on our Corporate Websites and/or our Services, these cookies are used to make advertisements for our Services more relevant to you and your interests (e.g., if you are an Eligible Member, but have not signed up for the Castlight Platform or if you have not seen a provider at a Vera clinic, we may place an ad on a third-party website to encourage you to sign up for or use our Services). These cookies also perform restrictive functions like preventing the same advertisement from continuously reappearing, ensuring that advertisements are relevant.
5. **Persistent and/or Session Cookies (First-Party Cookies).** The length of time a cookie will stay on your browser depends on whether the cookie is a "persistent" or "session" cookie.

- a. Session Cookies are temporary and exist only for the duration of a single browsing session – meaning they are automatically deleted when you close the browser window or tab. The use of session cookies is limited to purposes such as maintaining a Member’s log-in credentials for the Castlight or My Vera App, or preserving provider directory search details all during a single session.
 - b. Persistent Cookies remain on your browsing device even after the browser is closed – meaning they must be deleted by you or expire based on the date we set on our Corporate Websites, which is set as twelve (12) months after the cookie is stored. We typically use persistent cookies to remember a Member’s preferences (e.g. Outreach Communication preferences), account login information across visits, and personalized outputs, such as health recommendations after completing a Health Risk Assessment.
6. **Other tracking technologies.** As defined in our [Website Privacy Notice](#), we and our third-party vendors (e.g., Hubspot) may use other, similar technologies from time to time, such as web beacons, clear gifs, single-pixel gifs, pixel tags and other tracking technologies (“Pixels”). Pixels are tiny graphics files that contain a unique identifier that enable us to recognize when a visitor has visited our Corporate Websites or opened an email, as well as to gather other related Corporate Website statistics. We use these technologies for, but not limited to, the following purposes:
- a. To improve, enhance, and ensure our Corporate Website performance and functionality;
 - b. Monitor the traffic patterns and interactions of visitors from page to page on our Corporate Websites;
 - c. Deliver or communicate with cookies (i.e., when our Corporate Website reads the unique identifier in a cookie to remember you or your preferences and potentially personalize your experience);
 - d. To serve targeted advertisements to you and others like you, including retargeting visitors to our Corporate Websites (such as Eligible Members who have not signed up for our Services), and understand visitor behaviors after they view our advertisements;
 - e. To provide a secure browsing experience during your use of our Corporate Websites;
 - f. To measure the effectiveness of our advertising campaigns (including limiting the number of times you see an ad); and
 - g. In some cases, to determine how you came to visit our Corporate Websites (e.g., whether you clicked on an online advertisement displayed on a third-party website).

While you may not have the ability to specifically reject or disable these tracking technologies, in many instances these technologies are reliant on cookies to function properly; accordingly, in those instances, declining cookies will impair the functionality of these technologies.



Section 4: How Can I Control Cookies?

In most cases, you have the right to decide how you would like to be monitored when using our Corporate Websites via our Cookie Settings Preference Center or Cookie Banner (e.g., you may select “Accept All,” “Reject All, except Strictly Necessary Cookies,” or “Manage Your Preferences”).

1. **Corporate Website Cookie Preference Tool.** You can exercise preferences about what cookies are served on our Corporate Websites by visiting our Cookie Settings Preference Center.
2. **Browser Controls.** You can set or amend your web browser controls to accept or refuse cookies.

You can enable, disable, or delete cookies via your browser settings. To do this, follow the instructions provided by your browser, usually located within the “Help”, “Tools”, or “Edit” settings of your browser. Many browser manufacturers provide helpful information about cookie management, including, but not limited to: Google Chrome; Internet Explorer; Mozilla Firefox; Safari (desktop or mobile); Android Browser; and Opera.

- a. **Please Note:** If you choose to reject cookies, you may still use our Corporate Websites, though your access to some functionality and areas of our Corporate Websites may be restricted.
3. **Do Not Track Signals.** As Website Visitors and Members, you may initiate a Do Not Track (“DNT”) signal on your website or device browser setting that allows you to inform our Corporate Websites that you do not want to be tracked for advertising or analytics purposes. We use a third-party vendor, [Cookiebot](#), a consent management platform, to enable the DNT signal. In general, if the DNT signal is enabled, Cookiebot will not set its third party cookie – CookieConsentBulkTicket, used to manage consent across a large number of domains, typically by creating a single, sharable consent record – on your browser. **Please note:** We take privacy and your choices seriously, and although we and Cookiebot intend to honor the privacy requests of all visitors, there are not uniform standards for DNT signals adopted for all web browsers (e.g., Internet Explorer, Mozilla Firefox, and Safari). It is thus possible that you may be tracked if a new technology is adopted and it has the capability to bypass a DNT signal. For more information about DNT practices, please visit <https://allaboutdnt.com/>.

Section 5: Updates to this Cookie Notice and How to Contact Us

We may update this Cookie Notice from time to time in order to reflect, for example, changes to our use of cookies or for other operational, legal, or regulatory reasons. The date at the top left of this Notice indicates when it was last updated. If you have questions or concerns regarding the specific sections of this policy, please contact us via email at legal@apree.health. Otherwise, for any support-related requests, you may contact us in one of the following ways:

- A. **Email:** privacy@apreehealth.com
- B. **Phone:** 1-888-722-0483 (for the Castlight Platform); 1-888-241-1407 (for My Vera)



- C. **Mail:** Castlight Health, Inc. and Vera Whole Health ATTN: Member Support
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