



# Welcome to GEM Edwards Pharmacy!

We appreciate the opportunity to serve you for all of your pharmacy needs. This welcome packet provides important details regarding our processes and practices. Please read this packet in its entirety and contact us with any questions you may have.

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## IMPORTANT CONTACT INFORMATION

If you have any questions about your prescription(s), please contact us:

**Phone:** 1.866.552.5522  
**Text:** 1.330.944.3680  
**Email:** [help@gemedwardspharmacy.com](mailto:help@gemedwardspharmacy.com)

**Address:** 5640 Hudson Industrial Parkway  
Hudson, OH 44236

In the event you should have an urgent medication inquiry outside of normal business hours, please call the on-call pharmacist at 1-866-552-5522, available 24/7. *In the case of a life-threatening emergency, please call 911, or go to your nearest emergency room.*

## **Thank you for choosing GEM Edwards Pharmacy!**

We appreciate the opportunity to serve you and are dedicated to providing you with the personalized service necessary to ensure that your prescription needs are met on-time, every time.

GEM Edwards Pharmacy prides itself in providing personalized service to each customer, ensuring the highest level of courtesy and commitment. Our pharmacy staff will work to serve you by communicating with your physician and your insurance company (if applicable) to make sure your needs are met while maintaining the privacy of your information.

Furthermore, we want to work with you to ensure you receive your prescriptions on time and make certain all of your questions and concerns have been answered. In addition to our initial communication, we will conduct regular follow-ups with you to guarantee continued adherence and effectiveness of your medication and/or device therapy.

**Please note, the following documents must be returned to GEM Edwards Pharmacy within 30 days via email or mail.**

- **Authorization to Disclose Protected Health Information**
- **Receipt of prescription(s)/goods**
- **Text Message Notification Patient Authorization (optional)**
- **Patient Satisfaction Survey (optional)**

If you have any questions or comments, please contact us via phone at 1.866.552.5522 or email [help@gemedwardspharmacy.com](mailto:help@gemedwardspharmacy.com).

We look forward to serving all of your pharmacy needs.

Sincerely,  
Your GEM Edwards Pharmacy Team

## WHY USE GEM EDWARDS PHARMACY?

GEM Edwards Pharmacy aims to provide the most affordable services at the highest quality of care.

*For more than 30 years, GEM Edwards Pharmacy has been offering:*



High quality and affordable medications shipped to your door



On-time delivery so you never run out of your medication



Custom medications and multiple dosage forms



Licensed pharmacists and certified pharmacy technicians

## ABOUT US

GEM Edwards Pharmacy is an accredited, licensed mail-order pharmacy. We are family owned and operated, and located in Hudson, Ohio. We offer a wide variety of prescription and over-the-counter medications, continuous glucose monitoring devices and insulin delivery systems.

GEM Edwards Pharmacy is contracted with most major pharmacy benefit managers and holds licenses to serve all states (including the District of Columbia), excluding California.

**We are proudly accredited by the Utilization Review Accreditation Commission (URAC) Mail-Service Pharmacy, NABP Digital Pharmacy Accreditation, and Accreditation Commission for Health Care (ACHC).**

### Pharmacy Hours:

Monday – Friday: 8:30 am – 5:00 pm Eastern  
Saturday: 8:30 am – 9:30 am Eastern

### Pharmacy

Our business is closed on all nationally recognized holidays.



ACCREDITED  
Mail Service  
Pharmacy  
Expires 06/01/2024



**NABP**  
Accredited  
Drug Distributor



## COMMUNICATION AND PATIENT EDUCATION

At GEM Edwards Pharmacy, we strive to provide you with the best possible service. Effective communication is key when building relationships with you, your physicians, and your insurance company. These relationships allow us to tailor our processes for your medication care plan that meet your specific needs.

### WHAT TO EXPECT AFTER YOU RECEIVE YOUR ORDER:

We want to ensure all of your questions are answered about your orders. Therefore, we will contact you several times throughout the process. Within three days of receiving your order, a GEM Edwards Licensed Pharmacist or Certified Pharmacy Technician will call you for an initial follow-up and then again for a 30-day follow-up.

#### During the initial follow-up, we will:

- Verify you have received your order
- Review dosage, directions and desired outcomes
- Review refill processes
- Answer any questions and/or address concerns

#### During the 30-day follow-up, we will:

- Review your progress
- Answer any questions and/or address concerns



## WE ARE ALWAYS LOOKING FOR WAYS WE CAN BE BETTER!

Complete our satisfaction survey to give feedback about your recent experience with our pharmacy.

To complete the online survey visit:

[www.gemedwardspharmacy.com/satisfaction-survey](http://www.gemedwardspharmacy.com/satisfaction-survey)



There are multiple ways to place new orders and to request refills.

1. Call Us: 1-866-552-5522
2. Online: [www.gemedwardspharmacy.com/online-refill/](http://www.gemedwardspharmacy.com/online-refill/)
3. GEM Edwards Pharmacy App (Download App to get started)
4. RxLocal: <https://patient.rxlocal.com/account/login>

## Refill Reminders:

Upon initial contact with our pharmacy, you must opt-in to receive refill reminders. We provide call reminders and text notifications seven days before your order is needed. You may opt-out of automatic refill reminders at any time by contacting us. If you choose to download and use our app, you can opt-in to receive refill reminders via the app.

## Text Notifications:

If you would like to opt-in to receive updates and refill reminders via text, please complete the Text Message Authorization Form included in this welcome guide, and return it to GEM Edwards Pharmacy via email or mail. You can also opt-in via our website at: <https://www.gemedwardspharmacy.com/text/>. You can opt-out at any time by contacting us.

## Prescription Transfers:

If you are currently filling your prescriptions at another pharmacy and you would like to transfer them to GEM Edwards Pharmacy, please call us at 1.866.552.5522 or visit <https://www.gemedwardspharmacy.com/transfer-prescription/>.

## Shipping:

Orders will ship by standard ground services once we have all the necessary information on file. Should there be a delay in filling your order(s), we will notify you and advise you on how to prevent interruptions in therapy. Please open your order and review the contents immediately after receiving them to ensure your order is correct and complete. If there are any suspected order issues, please call the pharmacy immediately or the appropriate agency listed on page 11.



*Expedited services and tracking numbers are available upon request.*

## DOWNLOAD OUR APP

Your complete medication profile is now at your fingertips, no matter where you are.

Just visit the Apple App Store or Google Play and download the RxLocal App to unlock all the benefits:

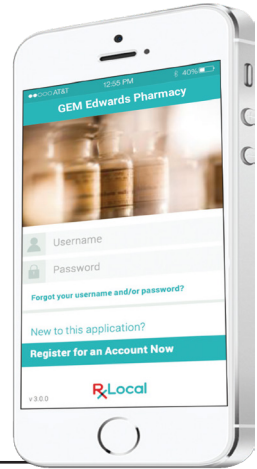
- In-App Messaging
- Mobile Refills
- Reminders



Available on the  
**App Store**



Available on the  
**Play Store**



## HOW TO REGISTER

Once the app is downloaded, follow these steps to register with GEM Edwards Pharmacy.

<p><b>STEP I</b></p> <p>Click Register for Account Now</p>	<p><b>STEP II</b></p> <p>Select State <b>OHIO</b></p>	<p><b>STEP III</b></p> <p>Select City <b>HUDSON</b></p>	<p><b>STEP IV</b></p> <p>Select <b>GEM Edwards Pharmacy</b></p>
<p><b>STEP V</b></p> <p>Input Last Name, RX Number and Date of Birth*</p>	<p><b>STEP VI</b></p> <p>Input Username and Password</p>	<p><b>STEP VII</b></p> <p>Set Pin Number (You will use this going forward)</p>	<p>Powered by:</p>

\* Last name, RX number and date of birth MUST match our database. For assistance, please call 1.866.552.5522

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**Upon enrollment of eligible patients, GEM Edwards Pharmacy will convey information on the **rights** to the participating patient including the following:**

1. The right to considerate and respectful care without discrimination from your pharmacist and other healthcare professionals.
2. The right to voice grievances/complaints regarding treatment, care, and lack of respect or to recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal and to have grievances/complaints investigated.
3. The right to have personal health information shared with the GEM Edwards Pharmacy only in accordance with state and federal law.
4. The right to receive relevant, accurate, and understandable information from your pharmacist concerning your treatment and/or drug therapy.
5. The right to receive effective counseling and education that enables you to play an active role in your health condition and treatment decisions.
6. The right to expect that all prescribed medications you receive are safe, accurately dosed, effective, and in usable condition.
7. The right to decline participation, revoke consent, or unenroll at any point in time.
8. The right for confidentiality and privacy of all your patient information contained in your patient record and protected health information as described in GEM Edward Pharmacy's Notice of Privacy Practices.
9. The right to be informed in advance of the charges for your prescriptions (if any), including the amounts expected from third parties and from you.
10. The right to request definitive prescription costs, including the cash price of the medication(s) upon initial dispensing and anytime thereafter.
11. The right to be informed of any financial benefits when referred to an organization.
12. The right to any eligible medication access programs such as copay cards, patient assistance programs and/or disease-based programs.
13. The right to be advised if a medication has been recalled to the consumer level.
14. The right to confidentiality and privacy of all your patient information contained in your patient record and protected health information as described in GEM Edward Pharmacy's Notice of Privacy Practices.



**Upon enrollment of eligible patients, GEM Edwards Pharmacy will convey information on the **responsibilities** to the participating patient, including the following:**

1. The responsibility for knowing the HIPAA (Health Insurance Portability and Accountability Act) Notice of Privacy Practices that are included in this guide and can be found on the company website at [www.gemedwardspharmacy.com/privacy-policy](http://www.gemedwardspharmacy.com/privacy-policy).
2. The responsibility for signing all documents necessary to allow the company to work with your physicians and insurance company to get any information need to process the claims and collect payment.
3. The responsibility for acknowledging that you understand how to properly take your medication by signing for the receipt of your medication.
4. The responsibility for informing the pharmacist of all the medications, both prescription and over-the-counter (including vitamins), you are currently taking, as well as a history of drug and food allergies.
5. The responsibility for requesting information or clarification about any medications you are taking when you do not fully understand information or instructions.
6. The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law.
7. The responsibility to give accurate clinical and contact information and to notify the pharmacy personnel of changes in this information.
8. The responsibility to pay any charges prior to receipt of prescribed drugs, to allow for the timely processing and shipping of prescriptions.
9. The responsibility to verify financial responsibility with third-party payors or any additional outside resources.
10. The responsibility for calling 911 in an emergency.

**Please contact us if you have any questions, concerns, or issues that require our assistance. We will investigate your concern and provide you with a response within two business days.**

**If you believe you have received the wrong medication or have concerns about the timeliness of delivery and/or the condition of the drug upon delivery, please call our pharmacy and ask for the Pharmacy Manager.**

**IMPORTANT NOTE:** Properly disposing of unused, unwanted, or expired medications is important! It will help prevent accidental ingestion and drug overdose and help protect the environment. See resources below!

Most medications can be safely disposed of by using a drug take-back program, an authorized collection site, or proper in-home disposal. Learn more below on the safe disposal of expired, unused, and unwanted medications.

**DRUG TAKE-BACK PROGRAMS**

Drug take-back programs are an effective way to properly and safely dispose of expired and unused medications. You can visit the DEA's website for more information on upcoming dates and to locate an authorized collector in your area.

LEARN MORE BY CONTACTING THE DEA

[www.deatakeback.com](http://www.deatakeback.com)  
1.800.882.9539

You can also read more information about the DEA's National Take-Back Initiative.

**Preventing prescription drug misuse:**

[www.dea.gov](http://www.dea.gov)  
[www.getsmartaboutdrugs.com](http://www.getsmartaboutdrugs.com)  
[www.justthinktwice.com](http://www.justthinktwice.com)  
[www.campusdrugprevention.gov](http://www.campusdrugprevention.gov)

**IN-HOME DISPOSAL TIPS**

If dropping off medications at a designated site is not an option, several steps are recommended for safe disposal.

1. **Be sure to remove all identifying information on the prescription labels.**
2. **Mix medications with an undesirable substance such as dirt or kitty litter.**
3. **Place in a sealed container or plastic bag and throw out in your household trash.**

Please review [Environmental Protection Agency](#) and [Food and Drug Administration](#) resources for more information on proper medication disposal.

**IMPORTANT RESOURCES**

The following websites can provide more information on: **safe, proper disposal of any expired or unused medications:**

[www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](http://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know)

[www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines](http://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines)

[www.safe.pharmacy/drug-disposal](http://www.safe.pharmacy/drug-disposal)

[www.fda.gov/safely-using-sharps-needles-and-syringes-home-work-and-travel](http://www.fda.gov/safely-using-sharps-needles-and-syringes-home-work-and-travel)

[www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-questions-and-answers](http://www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-questions-and-answers)

Healthcare-associated infections are infections that patients can get in a healthcare setting while receiving medical care. **These infections are most often preventable.**

Follow these tips to help in preventing infectious diseases:



**Hand Hygiene.** The most important way to help prevent infection. It is okay to ask healthcare workers and visitors to clean their hands if you don't see them do it.



**Safe Injection Practices.** It is important to recognize unsafe injection practices. Remember: one needle, one syringe, one time.



**Speak Up.** Never feel shy or reluctant to ask for more information. It is important that you have a voice in your care.



**Ask Questions.** You need to understand what medicines you are taking and why your taking them and how long you should have to take them. Ask questions if your not sure.

For HIPAA or privacy-related complaints or questions, please contact our compliance officer via email, phone, or mail.

- By email at: [compliance@gemcorehealth.com](mailto:compliance@gemcorehealth.com)
- By phone at: (800) 733-7976 x9997
- By mail at:  
GEM Edwards Pharmacy  
Attn: Compliance Department - Privacy Policy Inquiry  
5640 Hudson Industrial Parkway  
Hudson, OH 44236

You may also call any of the following accreditation agencies or your state specific board of pharmacy with complaints and/or suspected medication issues.

AGENCY	PHONE	AGENCY	PHONE
Medicare	800- 633-4227	Missouri BOP	573- 751-0091
ACHC	855- 937-2242	Montana BOP	406- 841-2371
Alabama BOP	205- 981-2280	Nebraska BOP	402- 471-2118
Alaska BOP	907- 465-2550	Nevada BOP	775- 850-1440
Arizona BOP	602- 771-2727	New Hampshire BOP	603- 271-2350
Arkansas BOP	501- 682-0190	New Jersey BOP	973- 504-6450
California BOP	916- 518-3100	New Mexico BOP	505- 222-9830
Colorado BOP	303- 894-7800	New York BOP	518- 474-3817- Ext 130
Connecticut BOP	860- 713-6070	North Carolina BOP	919- 246-1050
Delaware BOP	302- 744-4500	North Dakota BOP	701- 328-9535
District of Columbia BOP	202- 724-8800	Ohio BOP	614- 466-4143
Florida BOP	850- 245-4474	Oklahoma BOP	405- 521-3815
Georgia BOP	404- 651-8000	Oregon BOP	971- 673-0001
Hawaii BOP	808- 586-2695	Pennsylvania BOP	717- 783-7156
Idaho BOP	208- 334-2356	Rhode Island BOP	401- 222-2840
Illinois BOP	800- 560-5420	South Carolina BOP	803- 896-4700
Indiana BOP	317- 234-2067	South Dakota BOP	605- 362-2737
Iowa BOP	515- 281-5944	Tennessee BOP	615- 741-2718
Kansas BOP	785- 296-4056	Texas BOP	512- 305-8000
Kentucky BOP	502- 564-7910	Utah BOP	801- 530-6628
Louisiana BOP	225- 925-6496	Vermont BOP	802- 828-2373
Maine BOP	207- 624-8686	Virginia BOP	804- 367-4456
Maryland BOP	410- 764-4755	Washington BOP	360- 236-4946
Massachusetts BOP	617- 973-0800	West Virginia BOP	304- 558-0558
Michigan BOP	517- 241-0199	Wisconsin BOP	608- 266-2112
Minnesota BOP	651- 201-2825	Wyoming BOP	307- 634-9636
Mississippi BOP	601- 899-8880		

GEM Edwards Pharmacy is committed to protecting the privacy of our employees, our customers, and their employees. This means that we process data about identified or identifiable individuals, called personal data, with due care and in accordance with applicable data protection law. This Privacy Notice describes how GEM Edwards Pharmacy, supported by its worldwide affiliated companies, processes personal data collected from individuals in relation to their enrollment in our programs, use of our websites, product orders, and attendance at events (collectively, our “Services”). In legal terms, we are the data controller, as we determine the means and/or purposes of processing the data collected in these circumstances.

This Privacy Notice only covers data processing carried out by GEM Edwards Pharmacy. The Privacy Notice does not address, and we are not responsible for, the privacy practices of any third parties, also in cases where Services include hyperlinks to third parties’ websites or when third parties set cookies.

The English version of this Privacy Notice shall govern in the event of any conflict with or **substantial translation changes into a non-English language.**

### Information We Collect

**Personal Data:** The personal data we collect from individuals using our Services mostly consists of customer data, such as name, address, telephone number, email address, and other personal data that identifies, describes, or is reasonably capable of being associated with you.

**Technical Data:** When you use our websites, we may also collect technical data in relation to Users, such as IP address, browser type and version, preferred language, geographic location, operating system, and computer platform, the full URL clickstream to, through and from our Services, including date and time, websites accessed immediately before and after visiting our websites, services Users viewed or searched for while using our Services, and parts of our Services that Users have visited. Although we do not normally use technical data to identify individuals, sometimes individuals can be recognized from it, either alone or when combined or linked with user data. In such situations, technical data can also be considered to be personal data under applicable law, and we will treat the combined data as personal data.

**Cookies:** We use various technologies to collect and process technical data in relation to Users, including cookies. Cookies are small text files stored on Users’ computers by the internet browser. Cookies allow us to calculate the aggregate number of people using our Services and monitor the use of our Services. This helps us to improve our Services and better serve our Users. We may also use cookies that make the use of the Services easier, for example, by remembering usernames, passwords and preferences. We may use tracking and analytics cookies to see how well our Users are receiving our Services. Some cookies enable our Services to function and inform us whether our Services are functioning properly. Our advertising cookies allow us to deliver targeted advertising to people who visit our websites (online behavioral advertising OBA). Users may choose to disable cookies or change their browser settings to alert when cookies are being sent. Information about how to manage cookies can be found online. Some parts of our Services may not function properly if Users prefer not to accept the use of cookies.

In consideration of the collection and processing for the purposes listed below, GEM Edwards Pharmacy is supported by its affiliated companies acting as data processors on behalf of and under the responsibility of GEM Edwards Pharmacy.

Should the personal data be provided to us via our prospect, customer, supplier, or partner, we shall assume that our prospect, customer, supplier, or partner has informed the individual of this Privacy Notice.

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### ***Purposes***

We process personal data for the following purposes:

- to allow us to run, maintain, and develop our business,
- to allow us to offer and provide our Services,
- to allow us to conduct information and promotional campaigns (including direct marketing) related to our Services (including by phone, mail and email), keeping Users informed about our Services and special offers that are likely to interest them,
- to allow us to perform the contract we have signed with our customers, suppliers or partners,
- to allow customer service management, e.g., when Users contact our service desk,
- to allow contract management, e.g., to address our invoices to our customers,
- to enhance our Services and the use thereof,
- to perform research and analysis relating to our Services,
- to perform tracking of the use of our Services,
- to conduct market surveys and/or
- to detect fraud, e.g., breaches of intellectual property rights.
- We do not sell personal data for commercial use.

### ***Storage Period***

We only store personal data for as long as is legally permitted and necessary for related processing purposes. The storage period depends on the type of personal data, the purposes, and the applicable law and therefore varies per use.

Typically, we store User's personal data for as long as the User is using our Services or for as long as we have another purpose for doing so and, thereafter, for no longer than is required or permitted by law or necessary for internal reporting and reconciliation purposes.

We erase personal data after the above-described storage period or when the User requests us to erase his/her personal data.

### ***Legitimate Grounds for Processing***

We process personal data to pursue our legitimate interest to run, maintain and develop our business. Furthermore, we process personal data to comply with our legal obligations. In some parts of our Services, we might request Users' consent for the processing of their personal data for specific purposes. In that event, Users may withdraw their consent at any time.

### ***Keeping Your Data Secure***

We implement and maintain reasonable and appropriate technical and organizational security measures to protect the personal data we process, from unauthorized access, alteration, disclosure, loss, or destruction.

We regularly audit the application of our security measures and we ask third party experts to review our security controls against international standards. These audits help us to further improve our security level.

The personal information we collect is transferred over a secure connection and stored on a secure server to ensure your privacy. Your personal data will not be publicly available unless required by law. Access to your account for program enrollment or on-line purchases is controlled by a username and password that are unique to you.

Should, despite our security measures, a security breach occur that is likely to result in a risk to the data privacy of Users, we will inform the relevant Users and other affected parties, as well as relevant authorities when required by applicable data protection law, about the security breach as soon as reasonably possible.

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### ***Rights of Users***

1. **Right to access.** Any User may contact us to get confirmation as to whether or not we are processing User's personal data. Where we do process User's personal data, we will inform the User of what categories of personal data we process regarding them, the processing purposes, the categories of recipients to whom personal data have been or will be disclosed, and the envisaged storage period or criteria to determine that period.
2. **Right to withdraw consent.** In case our processing is based on consent granted by the User, the User may withdraw the consent at any time by contacting us or by using the functionality of our Services. Withdrawing a consent may lead to fewer possibilities to use our Services.
3. **Right to rectification.** Any User has the right to have inaccurate or incomplete personal data we store about the User rectified or completed.
4. **Right to object.** In case our processing is based on our legitimate interest to run, maintain and develop our business; any User has the right to object at any time to our processing. We shall then no longer process User's personal data unless for the provision of our Services or if we demonstrate other compelling legitimate grounds for our processing that override the User's interests, rights and freedoms or for legal claims. Notwithstanding any consent granted beforehand, for direct marketing purposes, any User has the right to prohibit us from using his/her personal data for direct marketing purposes, by contacting us or by using the functionality of the Services or unsubscribe possibilities in connection with our direct marketing messages.
5. **Right to restriction of processing.** Any User has the right to obtain from us restriction of processing of User's personal data, as foreseen by applicable data protection law, e.g., to allow our verification of the accuracy of personal data after User's contesting the accuracy or to prevent us from erasing personal data when personal data are no longer necessary for the purposes but still required for the User's legal claims or when our processing is unlawful. Restriction of processing may lead to fewer possibilities to use our Services.
6. **Right to data portability.** Any User has the right to receive User's personal data from us in a structured, commonly used, and machine-readable format and to independently transmit those data to a third party in case our processing is based on User's consent and carried out by automated means.
7. **Right to erasure.** Any User has the right to have personal data we process about the User erased from our systems if the personal data are no longer necessary for the related purposes, if we have unlawfully processed the personal data, or if the User objects to processing for direct marketing. Any User furthermore has the right to erasure if the User withdraws consent or objects to our processing as meant above, unless we have a legitimate ground to not erase the data. We may not immediately be able to erase all residual copies from our servers and backup systems after the active data have been erased. Such copies shall be erased as soon as reasonably possible.

**How to use these rights:** To exercise any of the above mentioned rights, User should primarily use the functions offered by our Services. If such functions are however not sufficient for exercising such rights, Customer shall send us a letter or email to the address set out below under Contact, including the following information: name, address, phone number, email address and a copy of a valid proof of identity. We may request additional information necessary to confirm User's identity. We may reject requests that are unreasonably repetitive, excessive, or manifestly unfounded.

**Upon User's consent:** We may share personal data with third parties for reasons other than the ones mentioned above if we obtain User's explicit consent to do so. The User has the right to withdraw this consent at any time.

**Recipients:** We only share personal data within our organization, if and as far as necessary, for the purposes specified in this Privacy Notice. Our staff members processing personal data are bound to confidentiality. We do not share personal data with any third party outside our organization unless the following circumstances apply.

**Necessary for the purposes:** We may share personal data with third parties to the extent our Services foresee such disclosure, and Users submit their data for that purpose, such as through an address book to create connections and facilitate our Services. We may furthermore share personal data with our affiliated companies and other service providers that support us in the realization of the purposes specified in this Privacy Notice, such as by performing data hosting, direct marketing, and customer services. Our agreements with these service providers foresee privacy and security commitments from these service providers that are no less protective than our own commitments described in this Privacy Notice. If our Users provide personal data directly to a third party, such as through a link on our website, the processing is typically based on such third party's notice.

**For legal reasons:** We may share personal data with third parties if we have good-faith belief that their access to and use of the personal data is necessary (i) to meet any applicable law and/or court order, (ii) to detect, prevent or otherwise address fraud, security, or technical issues, and/or (iii) to protect the interests, properties or safety of us, our Users, or the public, in accordance with the law. We will notify Users about such disclosure, as far as reasonably possible.

**In relation to corporate restructuring:** If we are in the process of merger, acquisition, or asset sale, we may transfer personal data to the involved third party. We continue to ensure the confidentiality of all personal data.

**Location and Transfer:** We and our service providers have operations in several locations. Consequently, we and our service providers may transfer personal data to or access it from countries outside the User's country of domicile. We take steps to ensure that Users' personal data receives an adequate level of protection in the countries in which we process it.

**State Provisions:** A complete list of state provisions can be viewed online, please visit <https://www.gemedwardspharmacy.com/state-provisions/>.

**HIPAA Privacy:** To read our HIPAA Notice of Privacy, please visit [www.gemedwardspharmacy.com/hipaapolicy](http://www.gemedwardspharmacy.com/hipaapolicy).

**Lodging a Complaint:** In case any User considers our processing of their personal data to be inconsistent with applicable data protection law, a complaint may be lodged with the local supervisory authority for data protection.

**Changes:** This Privacy Notice is dated January 1, 2020. We may update this Privacy Notice at any time if required in order to reflect changes in our data processing practices, in personal data protection laws, or otherwise. We reserve the right to modify this Privacy Policy at any time by posting revisions on the GEM Edwards Pharmacy website. We encourage you to periodically review the privacy policy for any modifications.

If you have any questions about the pharmacy's privacy practices or for clarification on anything contained within this notice, please contact our compliance department.  
**(See page 11)**

*Your trusted mail-order  
pharmacy since 1992.*

**THIS WELCOME GUIDE CAN BE  
DOWNLOADED ONLINE AT:**

**[www.gemedwardspharmacy.com/Welcome-guide](http://www.gemedwardspharmacy.com/Welcome-guide)**

CONNECT WITH US



**GEM | RX**  
Edwards Pharmacy™  
A GEMCORE™ FAMILY COMPANY

5640 Hudson Industrial Parkway  
Hudson, OH 44236  
1-866-552-5522  
[www.gemedwardspharmacy.com](http://www.gemedwardspharmacy.com)