

Client Portal Terms and Conditions

For Mylz Users

Last Updated: May 13, 2026

Please read these Client Portal Terms and Conditions (“Terms”) carefully before accessing or using the Mylz Client Portal or any related Vendor systems, applications, dashboards, software, APIs, reports, communication tools, or services (collectively, the “Client Portal”) operated by SendaRide, Inc. (“SendaRide,” “Vendor,” “we,” “our,” or “us”).

These Terms govern access to and use of the Client Portal by employees, contractors, agents, representatives, and authorized users (“Users”) of organizations that have entered into a Transportation Vendor Agreement or other services agreement with SendaRide (“Client”).

By creating an account, accessing the Client Portal, selecting “I Agree,” or otherwise using the Client Portal, User:

1. acknowledges that User has read and understands these Terms;
2. agrees to be bound by these Terms;
3. represents that User is authorized by Client to access and use the Client Portal; and
4. acknowledges that use of the Client Portal is also subject to the applicable agreement between SendaRide and Client.

If User does not agree to these Terms or is not authorized by Client to use the Client Portal, User may not access or use the Client Portal.

1. Purpose of Client Portal

The Client Portal is intended solely for authorized business use in connection with transportation coordination, scheduling, reporting, communication, operational support, care coordination support functions, and related transportation services authorized by Client.

The Client Portal may include functionality related to:

- transportation scheduling and management;
- trip modification and cancellation;
- reporting and analytics;

- Recipient information management;
 - communication tools;
 - operational messaging;
 - survey facilitation;
 - quality initiatives;
 - care coordination support functions;
 - invoice and billing visibility; and
 - related transportation operations.
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2. Transportation Services

SendaRide coordinates, facilitates, and arranges non-emergency transportation services through a network of credentialed independent Transportation Providers and approved third-party transportation providers.

SendaRide does not own or operate transportation vehicles unless expressly identified otherwise in writing.

Transportation Providers performing transportation services are independent contractors or separately operated entities and are not employees of Client.

Transportation requests submitted through the Client Portal are requests for transportation coordination only and do not guarantee trip assignment, acceptance, or fulfillment.

3. Authorized Users

Client is solely responsible for:

- authorizing Users;
- determining appropriate access levels;
- ensuring User compliance with these Terms;
- promptly removing access for terminated or unauthorized Users; and
- all activities conducted through Client-associated accounts.

Users may only access the Client Portal for legitimate business purposes authorized by Client.

Users shall not:

- share login credentials;
- permit unauthorized access;
- create accounts for unauthorized individuals;
- impersonate another person or entity; or
- use another User's credentials.

Users are responsible for maintaining the confidentiality of their usernames, passwords, authentication methods, and account credentials.

Users must immediately notify SendaRide of:

- suspected unauthorized access;
- credential compromise;
- misuse of the Client Portal; or
- suspected security incidents.

4. Acceptable Use

Users shall use the Client Portal only in accordance with:

- applicable law;
- Client policies;
- Regulatory Requirements;
- applicable privacy obligations; and
- these Terms.

Users shall not:

- access data beyond authorized permissions;
- attempt to circumvent security controls;
- upload malicious code;

- interfere with system functionality;
- scrape or improperly extract data;
- reverse engineer Vendor systems;
- use Vendor systems outside authorized Client programs;
- use the Client Portal for unlawful, fraudulent, abusive, or unauthorized purposes; or
- disclose Confidential Information or Protected Health Information improperly.

SendaRide reserves the right to monitor system activity, audit usage, and investigate suspected misuse.

5. Recipient Information and Protected Health Information

Users may have access to Protected Health Information (“PHI”) and other confidential information through the Client Portal.

Users shall:

- access only the minimum information necessary to perform authorized job responsibilities;
- protect all PHI and confidential information;
- comply with applicable HIPAA and privacy requirements;
- avoid unauthorized disclosure of PHI;
- secure all devices used to access the Client Portal; and
- immediately report suspected privacy or security incidents.

Users shall not:

- access Recipient information without legitimate business need;
 - share Recipient information outside authorized purposes;
 - download or store PHI improperly; or
 - use Recipient information for personal purposes.
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6. Client Portal Availability

SendaRide may modify, suspend, restrict, or discontinue portions of the Client Portal at any time.

The Client Portal may occasionally be unavailable due to:

- maintenance;
- upgrades;
- outages;
- third-party system interruptions;
- emergencies; or
- circumstances outside Vendor's control.

Users acknowledge that alternate operational workflows may occasionally be required. Users may call SendaRide's Care Center to book rides.

8. Security and Monitoring

SendaRide maintains administrative, technical, and physical safeguards aligned with industry-standard security frameworks and commercially reasonable security practices.

Users acknowledge and agree that:

- system activity may be monitored and logged;
- audit trails may be maintained;
- access records may be reviewed;
- communications through Vendor systems may be retained; and
- Vendor may investigate security, operational, compliance, or misuse concerns.

Users shall cooperate with reasonable security investigations and incident response activities.

9. Suspension or Termination of Access

SendaRide reserves the right to suspend, restrict, or terminate access to the Client Portal at any time, with or without notice, for reasons including:

- violation of these Terms;
- suspected misuse;
- security concerns;
- operational concerns;
- compliance concerns;
- unauthorized access;
- Client request;
- payment disputes;
- legal or regulatory requirements; or
- protection of Vendor systems or data.

Upon termination of access, User shall immediately cease use of the Client Portal.

10. Confidentiality

All non-public information available through the Client Portal, including:

- Recipient information;
- operational processes;
- pricing;
- reporting;
- software functionality;
- system workflows;
- documentation; and
- Vendor business information

shall be treated as confidential.

Users shall not disclose confidential information except as authorized and necessary for legitimate business purposes.

11. Intellectual Property

The Client Portal and all associated:

- software;
- workflows;
- dashboards;
- reports;
- APIs;
- documentation;
- trademarks;
- content;
- and related technology

are and remain the exclusive property of SendaRide and its licensors.

Users receive only a limited, revocable, non-transferable right to access and use the Client Portal for authorized business purposes.

No ownership rights are transferred to Users or Client.

12. Third-Party Services

The Client Portal may interface with or utilize third-party systems, applications, mapping services, communication services, payment platforms, or transportation providers.

SendaRide does not control third-party services and is not responsible for third-party outages, failures, interruptions, or acts or omissions.

13. Disclaimer of Warranties

THE CLIENT PORTAL IS PROVIDED “AS IS” AND “AS AVAILABLE.”

SENDARIDE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF:

- MERCHANTABILITY;

- FITNESS FOR A PARTICULAR PURPOSE;
- NON-INFRINGEMENT; AND
- UNINTERRUPTED OR ERROR-FREE OPERATION.

SENDARIDE DOES NOT WARRANT THAT:

- THE CLIENT PORTAL WILL ALWAYS BE AVAILABLE;
 - ERRORS WILL BE CORRECTED;
 - DATA WILL ALWAYS BE ACCURATE OR COMPLETE; OR
 - TRANSPORTATION REQUESTS WILL ALWAYS BE FULFILLED.
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14. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, SENDARIDE SHALL NOT BE LIABLE FOR:

- INDIRECT;
- INCIDENTAL;
- SPECIAL;
- CONSEQUENTIAL;
- EXEMPLARY; OR
- PUNITIVE DAMAGES,

INCLUDING LOSS OF DATA, LOSS OF BUSINESS, LOSS OF PROFITS, OR INTERRUPTION OF OPERATIONS ARISING OUT OF OR RELATED TO USE OF THE CLIENT PORTAL.

15. Governing Law and Arbitration

These Terms shall be governed by the laws of the State of Oklahoma without regard to conflict of law principles.

Any dispute arising from or relating to these Terms or use of the Client Portal shall be resolved through binding arbitration in Oklahoma City, Oklahoma in accordance with the Commercial Arbitration Rules of the American Arbitration Association (“AAA”).

Each party shall bear its own attorneys' fees and costs unless otherwise determined by the arbitrator.

16. Modifications to Terms

SendaRide may update these Terms periodically.

Updated Terms may be posted within the Client Portal or otherwise communicated to Users.

Continued use of the Client Portal after updated Terms become effective constitutes acceptance of the revised Terms.

17. Order of Precedence

If there is a conflict between:

1. the applicable Transportation Vendor Agreement;
2. any Business Associate Agreement;
3. these Terms; or
4. operational policies or procedures,

the documents shall govern in the order listed above unless expressly stated otherwise in writing.

18. Contact Information

Questions regarding these Terms may be directed to:

SendaRide, Inc.

P.O. Box 1702

Oklahoma City, OK 73101-1702

legal@sendaride.com