

Terms of Use

Last Modified: March 11, 2025

1. Acceptance of the Terms of Use.

MiResource, Inc. (“MiResource,” “Company,” “we” or “us”) maintains the website www.miresource.com, including the MiResource Platform (including both the MiResource public facing platform and any private platform account) any content, functionality and services offered on or through www.miresource.com (the “Website”).

Users, defined below, may obtain access to the Website and appropriate Platform through individual access or by virtue of a Platform and Services Agreement, license or other arrangement for access between MiResource and a Client. The following terms and conditions (“Terms of Use”) govern access to and use of the Website and appropriate platforms, whether by client or its authorized users, a person seeking mental health resources, a guest, a provider, or a registered user (each, a “User”).

The MiResource Services (“Services”) include a guided search for appropriate mental health resources and on-demand care navigation. MiResource Services incorporate User provided information such as, but not exclusively, health plan information, preferred payment method, symptoms, location, language, availability, modalities used, symptoms and conditions treated. The Services may include a guided search to identify appropriate and available providers, and, depending on the particular service being accessed, audio or video intake appointments consultations or follow-up encounters or other personal interactions with care managers, scheduling of appointments or securing of appropriate program or facility care.

Certain third parties may pay MiResource for participation as a resource available through MiResource Services. Payment by such third-parties is on a flat rate, not accounting for the volume or value of referrals or other business generated through the Website. MiResource Services are provided to Users without regard to and without consideration of whether or not the third party resource has made payment to MiResource.

Users of the Services specifically agree that MiResource, its technology, and care managers who are available for care navigation, the Website and providers, programs or facilities to whom a person seeking mental health resources may be referred or scheduled, **are specifically authorized to access and transmit information** provided by the User including Protected Health Information, for the purpose of providing the Services.

Users are solely responsible for the information they provide in order to access the Services. MiResource does not independently validate information provided by Users. Likewise, MiResource does not independently credential or validate the care managers who assist with care navigation or the providers available through the Services.

Please read the Terms of Use carefully before using the Website. **All references to Website herein include the content, data, functionality, Platform and Services. By using the Website, or by clicking to accept or agree to the Terms of Use when this option is made**

available to you, you accept and agree to be bound and abide by these Terms of Use. If you do not agree to these Terms of Use, you must not access or use the Website.

This Website is offered and available to Users who are United States residents aged thirteen (13) and older. If you are an individual and are aged seventeen (17) or younger, or otherwise are not of legal age to form a binding contract in your jurisdiction of residence, you agree that your parent or guardian has reviewed these Terms of Use carefully and has agreed to be bound by these Terms of Use on your behalf. By using the Website, you represent and warrant that you meet all of the foregoing eligibility requirements. If you do not meet all of these requirements, you must not access or use the Website.

2. Changes to the Terms of Use.

We may revise and update these Terms of Use from time to time in our sole discretion. Changes are effective immediately when we post them, but are not retroactive. Your continued use of the Website following the posting of revised Terms of Use means that you accept and agree to the changes. You must check this page frequently so that you are aware of any changes, and immediately discontinue access or use of the Website if you do not want to agree to the revised Terms of Use.

3. Acceptance of Privacy Policy

All information we collect on the Website is subject to our Privacy Policy [www.miresource.com/privacypolicy]. **By accessing or using the Website, or by clicking to accept or agree to the Terms of Use when this option is made available to you, you accept and agree to be bound and abide by our Privacy Policy.** If you do not want to agree to our Privacy Policy, you must not provide us any personal information.

Our Website is hosted in the United States and our services are provided from the United States. It is possible that certain information will be stored on servers in multiple other countries on the "cloud" or other similar distributed hosting platforms. If you are a User accessing our Website or services from the European Union, Asia or any other region with laws governing personal data collection, use, and disclosure that differ from United States laws, you are expressly and knowingly consenting to the transfer of your personal information to the United States and other jurisdictions as indicated above, and to our use of your personal information in accordance with our Privacy Policy.

Privacy of User Data and Clients. Except for the purposes of the Website, MiResource will not store, process or have access to any personally-identifiable information of any Users. Therefore, each client shall be, with respect to MiResource, solely responsible for the legality and appropriateness of any information client collects, maintains and uses with respect to such Users, including by ensuring that the use of any User information uploaded to the Website complies with client's own privacy policies and applicable federal, state and local laws. Client further acknowledges and agrees that nothing herein shall prevent or prohibit Users from separately accessing the Platform through the Public Domain and thereby becoming general users of the Platform subject to the Terms of Use and MiResource's Privacy Policy.

4. Accessing the Website and Account Security.

We reserve the right to withdraw or amend this Website, and any service or material we provide on the Website, in our sole discretion without notice. We will not be liable if for any reason all or any part of the Website is unavailable at any time or for any period. From time to time, we may restrict access to some parts of the Website, or the entire Website, to Users.

Each user is responsible for making all arrangements necessary to access the Website, including but not limited to computer equipment, up-to-date browser software, and broadband Internet access that meets the Website's minimum requirements. To access the Website or some of the resources it offers, you may be asked to provide certain registration details or other information. You must provide information that is correct, current and complete. You agree that all information you provide to register with this Website or otherwise, including but not limited to through the use of any interactive features on the Website, is governed by our Privacy Policy [<http://www.miresource.com/privacypolicy>], and you consent to all actions we take with respect to your information consistent with our Privacy Policy.

If you choose, or are provided with, a User name, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any other person or entity. You also acknowledge that your account is personal to you and agree not to provide any other person with access to the Website or portions of it using your User name, password or other security information. If you permit any other person to use your account, you will be responsible for their activities while using the Website. You agree to notify us immediately of any unauthorized access to or use of your User name or password or any other breach of security. You also agree to ensure that you exit from your account at the end of each session. You should use particular caution when accessing your account from a public or shared computer so that others are not able to view or record your password or other personal information. We have the right to disable any User name, password or other identifier, whether chosen by you or provided by us, at any time in our sole discretion if, in our opinion, the continued use of that User name, password or other identifier would be inappropriate.

Providers enroll to participation on the MiResource Platform individually and are listed on the MiResource Platform in MiResource's sole discretion. MiResource controls which providers are listed in the MiResource.com Platform, though each client determines which providers may participate in the client specific networks accessible through MiResource. A provider may choose to remove themselves from either the MiResource.com or a specific client network, or both, at any time. Every client grants to MiResource a limited, nonexclusive, royalty-free, fully-paid, worldwide, nontransferable right and license, for MiResource and its authorized directors, officers, employees, consultants and/or agents to access, view, analyze, reproduce, process (through the Platform) and use its network and the provider information for operation and population of the MiResource Solution, as defined in the Platform and Services Agreement, license or other arrangement between MiResource and such client, and the MiResource public facing Platform and for providing related services thereto. Providers are responsible for the integrity of information in the Solution and the MiResource Platform, however, MiResource may, in its sole discretion and without any obligation, delete, correct or modify erroneous Provider information.

5. Intellectual Property Rights and Confidentiality.

The Website and its entire contents, data (and reports derived using Website data), features and functionality (including, but not limited to all information, software, text, displays, images, video and audio, and the design, selection and arrangement thereof) are owned by the Company, its licensors or other providers of such material and are protected by United States and international copyright, trademark, patent, trade secret and other intellectual property or proprietary rights laws. MiResource's rights include all of the (i) methods, processes, techniques, models, logic, structure, software features and other intellectual property used in the Website or any of its contents, (ii) in all modifications, enhancements, upgrades, new releases, new versions, custom versions, derivative works, or other improvements of any of the foregoing, (iii) all data input into, or derived from, the Website, and (iv) in all of the patent rights, copyrights, trade secret rights, trademark rights, sui generis database rights and other intellectual property rights ("**Intellectual Property Rights**") embodied in or related to the Website or any of its contents. These Terms of Use permit you to use the Website for your personal, non-commercial use only. Clients, registered providers or programs may use the Website solely for their own, internal business purposes, but under no circumstance for any other use, disclosure, sale, resale or transmission of any component thereof.

MiResource shall own and retain all rights, title and interest in and to the Website, Client and Users each acknowledge and agree that its access to and use of the Website or any of its contents does not transfer to it any title to the Website or its contents nor the Intellectual Property Rights in the Website or contents, nor any rights of any nature to the Website except for those rights expressly granted under the Terms of Use.

Your computer may temporarily store copies of such materials incidental to your accessing and viewing those materials, and your Web browser may store files that are automatically cached for display enhancement purposes. You must not otherwise reproduce, replicate, duplicate, reverse engineer, distribute, modify, create derivative works of, publicly display, publicly perform, republish, download, store or transmit any of the data, software or material on our Website, except as follows:

- You may print or download one copy of a reasonable number of pages of the Website for your own personal, non-commercial use and not for further reproduction, publication or distribution.
- If we choose to provide desktop, mobile or other applications for download, you may download a single copy to your computer or mobile device solely for your own personal, non-commercial use (again, with the exception of clients, registered providers or programs, who may additionally use such applications solely for their own, internal business purposes), provided you agree to be bound by the license agreement for such applications.

You must not modify copies of any materials from this Website nor use any illustrations, photographs, video or audio sequences or any graphics separately from the accompanying text. You must never delete or alter any copyright, trademark or other proprietary rights notices from copies of materials from the Website. Unless you are a registered provider or program (in which case you may post information to one of our directories solely for your own, internal business purposes) you must not access or use for any commercial purposes any part of the Website or any services or materials available through the Website or otherwise from MiResource. If you wish to

make any use of material on the Website other than that set out in this section, please address your request to: support@miresource.com.

If you print, copy, modify, download or otherwise use or provide any other person with access to any part of the Website in breach of the Terms of Use, your right to use the Website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made. No right, title or interest in or to the Website or any content on the Website is being transferred to you, and all rights not expressly granted are reserved by the Company. Any use of the Website not expressly permitted by these Terms of Use is a breach of these Terms of Use and may violate copyright, trademark and other laws.

Confidential Information. During the period of access to the Website and for a period of five years thereafter, each client and User (each, a “**Recipient**”) shall hold in strict confidence any proprietary or confidential information defined to include any information accessible through or about the Website (collectively, “**Confidential Information**”) of MiResource and shall not disclose MiResource’s Confidential Information to any third party nor use MiResource’s Confidential Information for any purpose except for purposes expressly provided for in this Terms of Use. The above restriction shall not be construed to restrict the use or disclosure of information disclosed by one party to the other that (i) is or becomes publicly known other than as a result of any act by the Recipient, (ii) is lawfully received by the Recipient from a third party not in a confidential relationship with MiResource, (iii) was already rightfully known by the Recipient prior to receipt thereof from MiResource, or (iv) after notice and an opportunity to object, is required by law to be disclosed. Notwithstanding the foregoing, each party’s confidentiality obligations set forth herein shall survive with respect to the other party’s Confidential Information that is a trade secret for so long as such Confidential Information continues to be a trade secret under applicable law.

6. Trademarks.

The Company name, the terms MIRESOURCE, INC., MIRESOURCE, WWW.MIRESOURCE.COM, the Company’s brain in comment bubble logo, the Company’s MiResource brain in pin drop logo, the Bertram Labs beaker logo, and all related names, logos, product and service names, designs and slogans are trademarks of the Company or its affiliates or licensors. You must not use such marks without the prior written permission of the Company. All other names, logos, product and service names, designs and slogans on this Website are the trademarks of their respective owners.

7. Prohibited Uses.

You may use the Website only for lawful purposes and in accordance with these Terms of Use. You agree not to use the Website:

- In any way that violates any applicable federal, state, local or international law or regulation (including, without limitation, any laws regarding the export of data or software to and from the US or other countries).

- For the purpose of exploiting, harming or attempting to exploit or harm minors in any way by exposing them to inappropriate content, asking for personally identifiable information or otherwise.
- To send, receive, upload, download, use or re-use any material that does not comply with the Content Standards set out in these Terms of Use.
- To transmit any advertising or promotional material, including any “junk mail”, “chain letter” or “spam” or any other similar solicitation.
- To post or publish any content or information that constitutes, purports to be, or could reasonably be construed to be medical advice.
- To impersonate or attempt to impersonate the Company, a Company employee, another User or any other person or entity.
- To engage in any other conduct that restricts or inhibits anyone’s use or enjoyment of the Website, or that may harm the Company or Users of the Website or expose them to liability.

Additionally, you agree not to use the Website in any manner that could disable, overburden, damage, or impair the site or interfere with any other party’s use of the Website, including their ability to engage in real time activities through the Website. Without limitation, you must not:

- Use any robot, spider or other automatic device, process or means to access the Website for any purpose, including monitoring or copying any of the material on the Website.
- Introduce any viruses, trojan horses, worms, logic bombs or other material that is malicious or technologically harmful or attack the Website via a denial-of-service attack or a distributed denial-of-service attack.
- Attempt to gain unauthorized access to, interfere with, damage or disrupt any parts of the Website, the server on which the Website is stored, or any server, computer or database connected to the Website.

8. User Contributions.

Users who provide information are responsible for the accuracy of the content provided and must have the rights to provide such information. If you are a provider or program, the Website may contain personal web pages, profiles or bulletin boards, and other interactive features (collectively, “Interactive Services”) that allow providers to post, submit, publish, display or transmit to other Users or other persons information, content or materials (collectively, “User Contributions”) on or through the Website.

You must own or control all rights in and to your User Contributions, and all of your User Contributions must comply with the Content Standards set out in these Terms of Use. Any User

Contribution you post to the Website will be considered non-confidential and non-proprietary. By providing any User Contribution on the Website, you grant the Company and its affiliates and service providers the right to use, reproduce, modify, perform, display, distribute and otherwise disclose to third parties any such material for any purpose.

You understand and acknowledge that you are responsible for any User Contributions you submit or contribute and that you have full responsibility for such content, including its legality, reliability, accuracy and appropriateness. We are not responsible for the content or accuracy of any User Contributions posted by you or any other User of the Website. We will not independently validate such User contributions.

9. Monitoring and Enforcement; Termination.

We have the right to take any actions that we consider to be appropriate to ensure that the Website is operated in an appropriate manner. We may remove or refuse to post any User Contributions for any or no reason in our sole discretion, and we may take any action with respect to any User Contribution that we deem necessary or appropriate in our sole discretion, including if we believe that such User Contribution violates the Terms of Use, including the Content Standards; infringes any intellectual property right, privacy right, or other right of any person or entity; threatens the personal safety of Users of the Website or the public; or could create liability for the Company. We may disclose your identity or other information about you to any third party who claims that material posted by you violates their rights, including their intellectual property rights or their right to privacy. We may terminate or suspend your access to all or part of the Website for any reason that we determine to be adequate, including any violation of these Terms of Use.

Without limiting the foregoing, we have the right to fully cooperate with any law enforcement authorities or court order requesting or directing us to disclose the identity or other information of anyone posting any materials on or through the Website. YOU WAIVE ANY RIGHT TO ASSERT ANY CLAIMS RESULTING FROM ANY SUCH ACTION TAKEN BY THE COMPANY.

We do not undertake to review all material before it is posted on the Website, and cannot ensure prompt removal of objectionable material after it has been posted. Accordingly, we assume no liability for any action or inaction regarding transmissions, communications or content provided by any User or third party. We have no liability or responsibility to anyone for performance or nonperformance of the activities described in this section.

10. Content Standards.

User Contributions must in their entirety comply with all applicable federal, state, local and international laws and regulations. Without limiting the foregoing, User Contributions must not:

- Contain any material that is defamatory, obscene, indecent, abusive, offensive, harassing, violent, hateful, inflammatory or otherwise objectionable.

- Promote sexually explicit or pornographic material, violence or discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
- Infringe any patent, trademark, trade secret, copyright or other intellectual property or other rights of any other person.
- Violate the legal rights (including the rights of publicity and privacy) of others or contain any material that could give rise to any civil or criminal liability under applicable laws or regulations or that otherwise may be in conflict with these Terms of Use or our Privacy Policy [<http://www.miresource.com/privacypolicy>]. Be likely to deceive any person.
- Promote any illegal activity, or advocate, promote or assist any unlawful act.
- Cause annoyance, inconvenience or needless anxiety or be likely to upset, embarrass, alarm or annoy any other person.
- Impersonate any person, or misrepresent your identity or affiliation with any person or organization.
- Involve commercial activities or sales, such as contests, sweepstakes and other sales promotions, barter or advertising (with the sole exception of the ability for providers to post information, including contact information, about themselves and/or their practice in the Website's directories).
- Give the impression that they emanate from or are endorsed by us or any other person or entity, if this is not the case.

11. Copyright Infringement.

If you believe that any User Contributions violate your copyright, please see our Copyright Policy [www.miresource.com/copyrightpolicy] for instructions on sending us a notice of copyright infringement. It is the policy of the Company to terminate the User accounts of repeat infringers.

12. Reliance on Information Posted.

The information presented on or through the Website, including but not limited to the Services, is made available solely for general educational and informational purposes, and does not constitute (and is not intended to be) medical advice or a substitute for medical advice, diagnostic analysis, or treatment planning by a licensed provider. The information found on this site is not (and is not intended to be) a comprehensive review of any condition, drug, or body system, and it should not be used as a substitute for or replacement of clinical decision making by a licensed provider. We do not warrant the accuracy, completeness or usefulness of this information, and any reliance you place on such information is strictly at your own risk. We disclaim all liability and responsibility arising from any reliance placed on such materials by you or any other visitor to the Website, or by anyone who may be informed of any of its contents.

The Website's care navigation, guided search, provider and program directory function are (and are solely intended to be) informational tools that facilitate connections between Users and providers and programs. We do not take part in the interactions between Users and providers or programs. We are not responsible for such interactions. You are solely responsible for such interactions. We are not a party to any relationship or any contract between Users and providers or programs. We are not responsible for any such contracts or relationships. You are solely responsible for such contracts or relationships. All dealings are solely between the respective parties. A listing of or referral to or scheduling of an encounter with any provider, practice or program on the Website is solely made available for informational purposes and does not imply our endorsement of such provider, practice or program. We do not employ or contract with any providers or programs to provide any services to Users of the Website whatsoever. We therefore cannot and do not control, are not responsible for, and make no representations or warranties regarding (i) the existence, quality, suitability, reliability, safety, or legality of any goods or services described by any providers or programs, (ii) the truth or accuracy of any information supplied by providers or programs, (iii) the skills, talents, experience and/or qualifications of any providers or programs, or (iv) whether any good or service offered by providers or programs will meet a particular User's requirements. In the event that you have a dispute with one or more providers or programs, you hereby agree to release us (and all of our officers, directors, agents, investors, subsidiaries, and employees) from any and all claims, demands, damages (actual or consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes.

The Website may include content provided by third parties, including materials provided by providers or programs, bloggers and third-party licensors, syndicators, aggregators and/or reporting services. All statements and/or opinions expressed in these materials, and all articles and responses to questions and other content, other than the content provided by the Company, are solely the opinions and the responsibility of the person or entity providing those materials. These materials do not necessarily reflect the opinion of the Company. We are not responsible, or liable to you or any third party, for the content or accuracy of any materials provided by any third parties.

13. Changes to the Website.

We may update the content on the Website from time to time, but its content is not necessarily complete or up-to-date. Any of the material on the Website may be out of date at any given time, and we are under no obligation to update such material.

14. Links to Other Sites.

You may create a link from another site that you own to our homepage, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part. You may not establish a link from any website that is not owned by you and you may not link to any part of the Website other than the homepage. Any website on which you create a link must comply in all respects with the Content Standards set out in these Terms of Use. We reserve the right to withdraw linking permission without notice.

If the Website contains links to other sites and resources provided by third parties, these links are provided for your convenience only. This includes links contained in advertisements, including banner advertisements and sponsored links. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them. If you decide to access any of the third party websites linked to the Website, you do so entirely at your own risk and subject to the terms and conditions of use for such websites.

The Website may provide certain social media features that enable you to link from your own or certain third-party websites to certain content on the Website, send e-mails or other communications with certain content, or links to certain content, on the Website, or cause limited portions of content on the Website to be displayed or appear to be displayed on your own or certain third-party websites. You may use these features solely as they are provided by us and otherwise in accordance with any additional terms and conditions we provide with respect to such features or which such third-party websites provide with respect to such features. In addition to the limitations on linking set forth above, you may not cause the Website or portions of it to be displayed, or appear to be displayed by framing, deep linking or in-line linking on any other site.

15. Geographic Restrictions.

The owner of the Website is based in the state of North Carolina in the United States. We provide the Website for use only by persons located in the United States. We make no claims that the Website or any of its content is accessible or appropriate outside of the United States. Access to the Website may not be legal by certain persons or in certain countries. If you access the Website from outside the United States, you do so on your own initiative and are responsible for compliance with local laws.

16. Disclaimer of Warranties.

We cannot and do not guarantee or warrant that files available for downloading from the Internet or the Website will be free of viruses or other destructive code. You are responsible for implementing sufficient procedures and checkpoints to satisfy your particular requirements for anti-virus protection and accuracy of data input and output, and for maintaining a means external to our site for any reconstruction of any lost data. WE WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY A DISTRIBUTED DENIAL-OF-SERVICE ATTACK, VIRUSES OR OTHER TECHNOLOGICALLY HARMFUL MATERIAL THAT MAY INFECT YOUR COMPUTER EQUIPMENT, COMPUTER PROGRAMS, DATA OR OTHER PROPRIETARY MATERIAL DUE TO YOUR USE OF THE WEBSITE OR ANY SERVICES OR ITEMS OBTAINED THROUGH THE WEBSITE OR TO YOUR DOWNLOADING OF ANY MATERIAL POSTED ON IT, OR ON ANY WEBSITE LINKED TO IT.

YOUR USE OF THE WEBSITE, ITS CONTENT AND ANY SERVICES INCLUDING BUT NOT LIMITED TO THE GUIDED SEARCH OR CARE NAVIGATION, OR ITEMS OBTAINED THROUGH THE WEBSITE IS AT YOUR OWN RISK. THE WEBSITE, ITS CONTENT AND ANY SERVICES OR ITEMS OBTAINED THROUGH THE WEBSITE ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS, WITHOUT ANY WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED. NEITHER THE

COMPANY NOR ANY PERSON ASSOCIATED WITH THE COMPANY MAKES ANY WARRANTY OR REPRESENTATION WITH RESPECT TO THE COMPLETENESS, SECURITY, RELIABILITY, QUALITY, ACCURACY OR AVAILABILITY OF THE WEBSITE. WITHOUT LIMITING THE FOREGOING, NEITHER THE COMPANY NOR ANYONE ASSOCIATED WITH THE COMPANY REPRESENTS OR WARRANTS THAT THE WEBSITE, ITS CONTENT OR ANY SERVICES OR ITEMS OBTAINED THROUGH THE WEBSITE WILL BE ACCURATE, RELIABLE, ERROR-FREE OR UNINTERRUPTED, THAT DEFECTS WILL BE CORRECTED, THAT OUR SITE OR THE SERVER THAT MAKES IT AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS OR THAT THE WEBSITE OR ANY SERVICES OR ITEMS OBTAINED THROUGH THE WEBSITE WILL OTHERWISE MEET YOUR NEEDS OR EXPECTATIONS.

THE COMPANY HEREBY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR PARTICULAR PURPOSE.

THE FOREGOING DOES NOT AFFECT ANY WARRANTIES WHICH CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

17. Limitation on Liability.

IN NO EVENT WILL THE COMPANY, ITS AFFILIATES OR THEIR LICENSORS, SERVICE PROVIDERS, EMPLOYEES, AGENTS, OFFICERS OR DIRECTORS BE LIABLE FOR DAMAGES OF ANY KIND, UNDER ANY LEGAL THEORY, ARISING OUT OF OR IN CONNECTION WITH YOUR USE, OR INABILITY TO USE, THE WEBSITE, ANY WEBSITES LINKED TO IT, ANY CONTENT ON THE WEBSITE OR SUCH OTHER WEBSITES OR ANY SERVICES SUCH AS THE GUIDED SEARCH, CASE NAVIGATION, ANY SERVICES OBTAINED FROM OR THROUGH OR ACTIONS OR PROFESSIONAL SERVICES BY A PROVIDER OR PROGRAM TO WHOM YOU MAY BE REFERRED OR WITH WHOM AN ENCOUNTER MAY BE OBTAINED OR SCHEDULED FOR A USER, OR ITEMS OBTAINED THROUGH THE WEBSITE OR SUCH OTHER WEBSITES. THIS DISCLAIMER INCLUDES ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR PERSONAL INJURY, PAIN AND SUFFERING, EMOTIONAL DISTRESS, LOSS OF REVENUE, LOSS OF PROFITS, LOSS OF BUSINESS OR ANTICIPATED SAVINGS, LOSS OF USE, LOSS OF GOODWILL OR LOSS OF DATA, WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT OR OTHERWISE, EVEN IF FORESEEABLE.

THE FOREGOING DOES NOT AFFECT ANY LIABILITY WHICH CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

18. Indemnification.

You agree to defend, indemnify and hold harmless the Company, its affiliates, licensors and service providers, and its and their respective officers, directors, employees, contractors,

agents, licensors, suppliers, successors and assigns from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses or fees (including reasonable attorneys' fees) arising out of or relating to your violation of these Terms of Use or your use of the Website, including, but not limited to, your User Contributions, any use of the Website's content, services and products other than as expressly authorized in these Terms of Use or your use of any information obtained from the Website.

19. MiResource Non-Discrimination & Compliance Statement

MiResource, is committed to equitable access to mental health care in compliance with applicable state and federal laws, including Title VI of the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972.

No Race-Based Filtering & Compliance with Title VI. MiResource **does not use race** as a factor in facilitating therapist connections, prioritization, or referrals. Consistent with the MiResource Services described in these Terms of Use, Users may search for providers and review their backgrounds based on factors of importance to each User, However, **MiResource does not facilitate the Guided Search for Connections or filter therapists based on race.**

Gender-Based Filtering & Compliance with Title IX. MiResource allows Users the option to self-select a gender preference when searching for providers, recognizing that gender may be a factor in therapeutic comfort and effectiveness. However, **MiResource does not automatically facilitate the Guided Search or the connections with therapists based on gender.**

Commitment to Cultural Competency & Student Choice. MiResource incorporates but does not impose cultural competency and identity-affirming care while maintaining legal compliance. However, Providers may indicate expertise in culturally responsive care, including their experience working with diverse communities, without MiResource filtering based on race. Users seeking therapists with expertise in specific cultural or identity-based concerns are encouraged to review provider profiles and select a therapist based on their own preferences.

University Partner Responsibilities. Institutions utilizing MiResource are responsible for ensuring that their use of the platform complies with all applicable state and federal civil rights laws. MiResource does **not** modify or override university policies, and any decisions related to therapist participation remain the sole responsibility of the institution. Any institution found to be using MiResource in a manner inconsistent with Title VI or Title IX may be subject to review and further action by MiResource..

20. Governing Law and Jurisdiction.

All matters relating to the Website and these Terms of Use and any dispute or claim arising therefrom or related thereto (in each case, including non-contractual disputes or claims), shall be governed by and construed in accordance with the internal laws of the State of California without giving effect to any choice or conflict of law provision or rule (whether of the State of California or any other jurisdiction).

Any legal suit, action or proceeding arising out of or related to these Terms of Use or the Website shall be instituted exclusively in the federal or state courts located in or for San Mateo County, California. You waive any and all objections to the exercise of jurisdiction over you by such courts and to venue in such courts.

21. Limitation on Time to File Claims.

ANY CAUSE OF ACTION OR CLAIM YOU MAY HAVE ARISING OUT OF OR RELATING TO THESE TERMS OF USE OR THE WEBSITE MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION OR CLAIM IS PERMANENTLY BARRED.

22. Waiver and Severability.

No waiver by the Company of any term or condition set forth in these Terms of Use shall be deemed a further or continuing waiver of such term or condition or a waiver of any other term or condition, and any failure of the Company to assert a right or provision under these Terms of Use shall not constitute a waiver of such right or provision. If any provision of these Terms of Use is held by a court or other tribunal of competent jurisdiction to be invalid, illegal or unenforceable for any reason, such provision shall be eliminated or limited to the minimum extent such that the remaining provisions of the Terms of Use will continue in full force and effect.

23. Entire Agreement.

The Platform and Services Agreement, license or other arrangement for access to the Website, Terms of Use, our Copyright Policy and our Privacy Policy constitute the sole and entire agreement between you and MiResource, Inc. with respect to the Website and supersede all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to the Website.

24. Your Comments and Concerns.

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