

Message

From: Jeffrey Blickman [/O=THERANOS ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JEFFREY BLICKMAN]
Sent: 9/4/2013 6:12:04 AM
To: Elizabeth Holmes [eholmes@theranos.com]
CC: Sunny Balwani [sbalwani@theranos.com]; Christian Holmes [cholmes@theranos.com]; Daniel Edlin [dedlin@theranos.com]
Subject: .COM PDF + Jim Fox's comments

Elizabeth – here's the PDF screenshots of latest .COM to send to counsel, along with Jim's (abridged) feedback from today, removed anything based on personal opinion

1. What is the source/backup data for "At Theranos, we can perform all lab tests on a sample 1/1,000 the size of a typical blood draw."
2. Our Revolution/Our Technology - "A tiny drop is all it takes" - we often use MORE than one drop; we should say:
 - a. "A **few drops** is all it takes" or
 - b. "**As little as one** drop is all it takes" or
 - c. Some other phrase not limited to a single drop.
3. States several times that "Theranos Software Products **will ...**
 - a. **Should be "Theranos Software Products will be designed to...**
4. On pages 7 and 23 we show specific prices – which might be interpreted as a price quote:
 - a. Are these mock-ups of what will be a real page that allows people to get a valid price? Yes Or is this page just an illustration of what users can expect to see on a different, active page?
 - b. This is OK if it is an active page where users can check our real prices. **We should not include a static image showing prices if it is meant for illustrative purposes only.**
 - c. **We should not include these numbers unless 1) they are correct for everyone who visits the web-site and 2) we update them every time they change.** Should not be an issue
 - d. Otherwise, we should make clear these prices are "EXAMPLES" or "FOR ILLUSTRATIVE PURPOSES ONLY" or some such disclaimer that makes clear the prices in the pictures are not meant to be relied upon.

Pg 7:

The full range of tests. A fraction of the cost.

We offer the full spectrum of laboratory tests, from the most common to the most specialized. All with never-before-seen speed and the highest level of quality. And all at costs that make lab testing affordable and more accessible.

Our tests -

Item	Price
Urea, Total	\$3.36
Carbon Dioxide	\$3.36
CBC / auto diff	\$5.35
CBC / no diff	\$4.45
Chloride	\$3.18
Cholesterol	\$2.99
Emp. Metabolic	\$7.2
Emp. Metabolic + Kinase	

Pg 23:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z See All

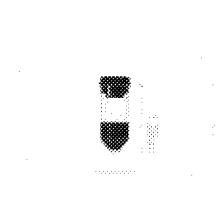
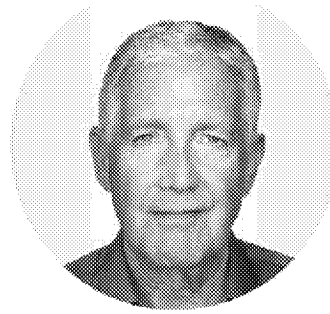
A

827487	Alkaline Phosphatase	\$4
828749	Alanine Aminotransferase Activity	\$2
202831	Aspartate	\$4
804624	Aminotransferase	\$5
7843281	Anti-thyroglobulin	\$3
872712	Antibodies	\$4
7834782	Anti-thyroid Peroxidase	\$2
827487	Ab Bilirubin, Direct	\$4
827487	Ab Bilirubin, Indirect	\$4

one tiny drop changes everything.

At Theranos, we're revolutionizing lab testing. Today, it's the only way, our high-complexity, CLIA-certified laboratory runs hundreds of your tests, quality and accuracy, on samples as small as a single drop.

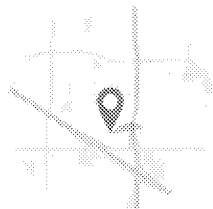
LEARN MORE



The lab test, reinvented.

No big needles. No medical visits. We've built a whole new approach to getting you answers.

[Our revolution](#)



A smarter, better way.

In the privacy of your home or our San Francisco Wellness Centers, we're making lab testing more accessible than ever.

[Our centers](#)



Knowing changes everything.

The belief across all accounts, affordable, real-time diagnostic information is a test, minus right.

[Our company](#)

For healthcare providers:

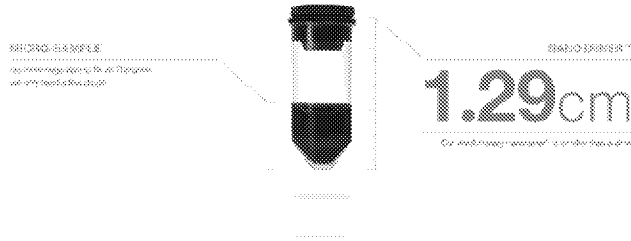
Find out how Theranos can help you take patient care to the next level.

[Learn more](#)





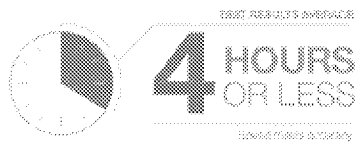
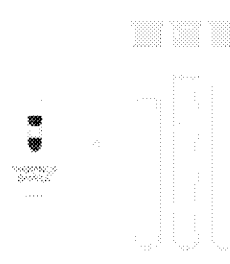
the lab test, reinvented.



At Theranos, we can perform all lab tests on a sample 1/1,000 the size of a typical blood draw.

A tiny drop is all it takes.

Theranos' patented technology can analyze samples 1/1,000 the size of the typical blood draw. Our tests are certified at the highest level. They cover the full range of tests ranging from blood, urine, and other samples. Only tests and assays, and with the highest quality.

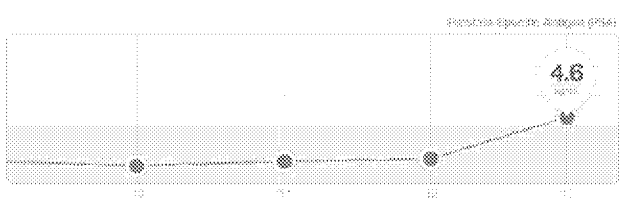


Faster results. Faster answers.

Our micro-sample analysis performs at amazing speeds. So we can turn results to you and your doctor faster than ever before possible - in less than four hours, on average. Which means a faster, right and safe day-out and faster, more informed decisions.

Highest levels of accuracy.

By systematically controlling and standardizing our micro-procedures, we offer tests with the highest levels of accuracy. We use advanced assays and point-of-analytic processes, drastically reducing human processing - the source of the majority of lab-test errors.



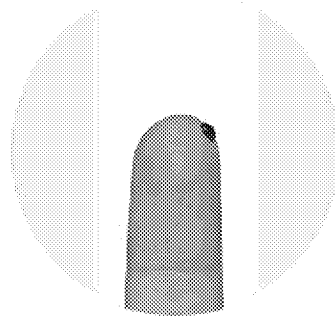
More precise trending.

Since we make it easier to precisely measure your body's vitals more often, the needed frequency, we can help you see small changes in test results as they emerge over time. In doing so, we're working to help better track chronic conditions and provide insight into the early detection of a broad range of medical conditions.

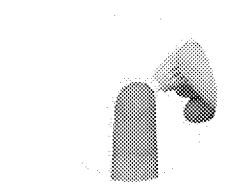
OUR REVOLUTION FOR THE EXPERIENCE

same tests. a whole new approach.

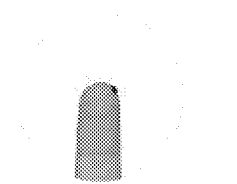
At Theranos, we're committed to making the whole lab testing experience more comfortable and convenient. Because being correct of your health should be positive and empowering.



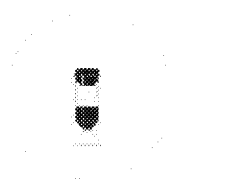
Finally, a lab test that asks less of you.



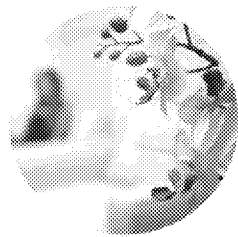
fit, big needles.



ouch, a big drip.



take our machines™.

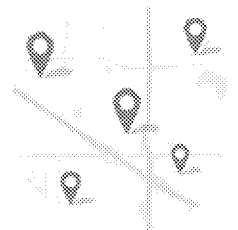
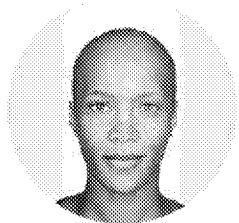


A new lab experience.

Over the next few months, we'll be introducing groundbreaking new centers that transform the way you think about lab tests. Our Theranos Wellness Centers are designed to make your experience as easy and comfortable as possible. You can make an appointment or visit us at your leisure. Then enjoy our already new process. Everything, including the relaxing environment, is designed with your wellness in mind.

The only thing you should feel is better.

Instead of a big, intimidating needle, we can use a tiny finger stick or collect a tiny sample from a venous draw. It's a shorter, less invasive, and less painful experience. So big love to us. No more searching for a good vein. And no big, painful draws. The only thing we want you to feel is well.



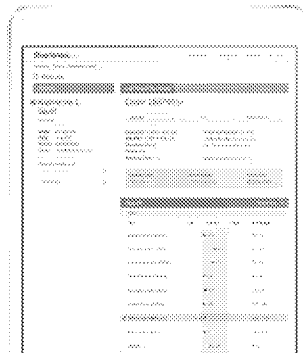
Unfussed convenience.

With Theranos, you can give your sample in your doctor's office, or bring your kit order nearby to our convenient Theranos Wellness Centers. No more heading to an out-of-the-way laboratory. No more dealing with your results on someone else's terms. With our new services - including nights and weekends - it's easy to fit your tests into your busy schedule.

OUR STORY | HOW | CAREERS | CONTACT | PARTNERS

the lab test goes digital.

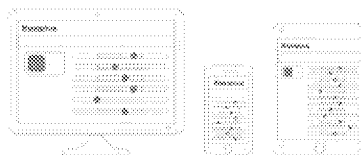
You live in a hyper-connected, fast, connected world. At Theranos, we think your health experience should keep pace. So we created a system designed to let you know more, faster and better. Because the more you know about what's happening in your body, the more you can do to live the life you want to live.



We believe you have the right to your own health information.

Everything, right at your fingertips.

From ordering to receiving to results, every aspect of your testing is connected through our secure online network. So you and your doctor can always have answers quickly and accurately, right when you need them. All with industrial-level safeguards that make sure your information is always safe and private.



A better way to see results.

To access your results, your doctor can choose to use [theranos.mit](#), our secure digital hub that organizes all of your results, or otherwise receive them electronically. Within minutes of completing a test, your results will be available in easy-to-read graphs. You'll also be able to see your data through the lenses of experts and models you choose. All of which take you and your doctor the same your health in a whole new, smarter way.



Answers at the speed of digital.

Waiting for results is often the worst part of the test. With Theranos, you get your answers back faster than previously possible. No more sitting in line. And you or your doctor can view your results anywhere, anytime. So you can get the care you need when you need it.

It's just the beginning.

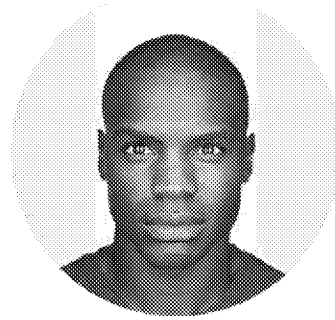
We believe you deserve to know everything about your body. So we're building a full suite of tools for you - from wearables to mobile apps. For the first time, you'll be able to see and better understand all your information. So you can receive and take control of your own health like never before.

OUR REVENUE / OUR TESTS

every test. for everybody.

We offer the full range of laboratory tests. And we're making them more affordable for more people. Because we believe everyone deserves access to the best technology, the best science, and the best tools to help them know as they can about their health.

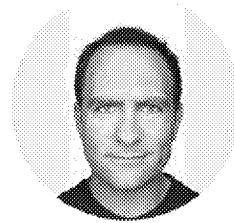
OUR REVENUE



We're committed to providing the highest-quality, lowest-cost lab tests.

A complete test menu.

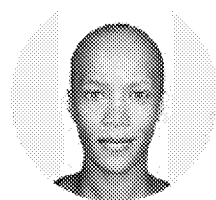
From the most common panels to the most specialized test, Theranos offers a complete testing menu. So whether you're living with a chronic condition or actively managing your own health, we've built our laboratory to be able to support your full range of care needs. We use the same processes, devices and protocols your doctor would, so he or she can always order with confidence.



THAT'S THE SAME AS YOU'D GET AT A
50% OR LESS
THAN THE USUAL CHARGED PRICE

Covered and affordable.

We're committed to making our testing more accessible to everyone. That means pricing our tests dramatically lower than currently available options. We can bill all major private carriers as well as Medicare and Medicaid. And if you're uninsured, we offer you the same discounted prices as we offer everyone else. Because a test should cost less when, no matter who you are.



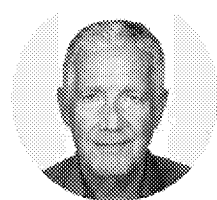
Oncology

When you need frequent testing, we'll order faster and reach you sooner.



Pediatrics

Our tiny micro-sample means our lightest pediatric tests won't irritate and taste bad.



Geriatrics

No more searching for veins. We can collect your sample using a low-friction stick.



a totally new lab experience.

At Theranos, we're not only revolutionizing the lab test, we're completely re-creating the whole experience. Everything is designed with you in mind.

Enter your zip code to find your nearest Theranos Wellness Center:

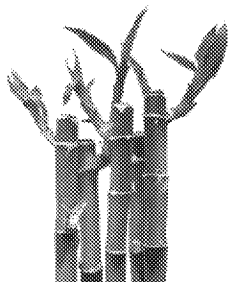
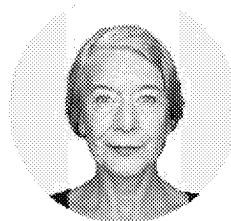
Zip Code

SEARCH

Theranos Wellness Centers

For the first time ever, we're bringing lab testing closer to you. In the coming months, our breakthrough Theranos Wellness Centers will bring our completely new approach to convenient, neighborhood facilities.

Now Theranos Wellness Centers at *Walgreens*.



A peaceful, tranquil space.

Our Wellness Centers feature relaxing spaces with peaceful, spa-inspired environments. From soothing melodies on the walls to something as simple as a truly comfortable seat, we made sure you'll never be disconnected by the calm feeling of wellness.

Comfort. Relaxation. It's a different world in here.

Welcome to efficiency.

We know your time is valuable. So we want your experience to be as fast and efficient as possible. From our simple check-in, to the fast sample drop, to the pleasant surprise of being done so quickly, it's our goal to have you done and on your way in minutes.

The comfort of convenience.

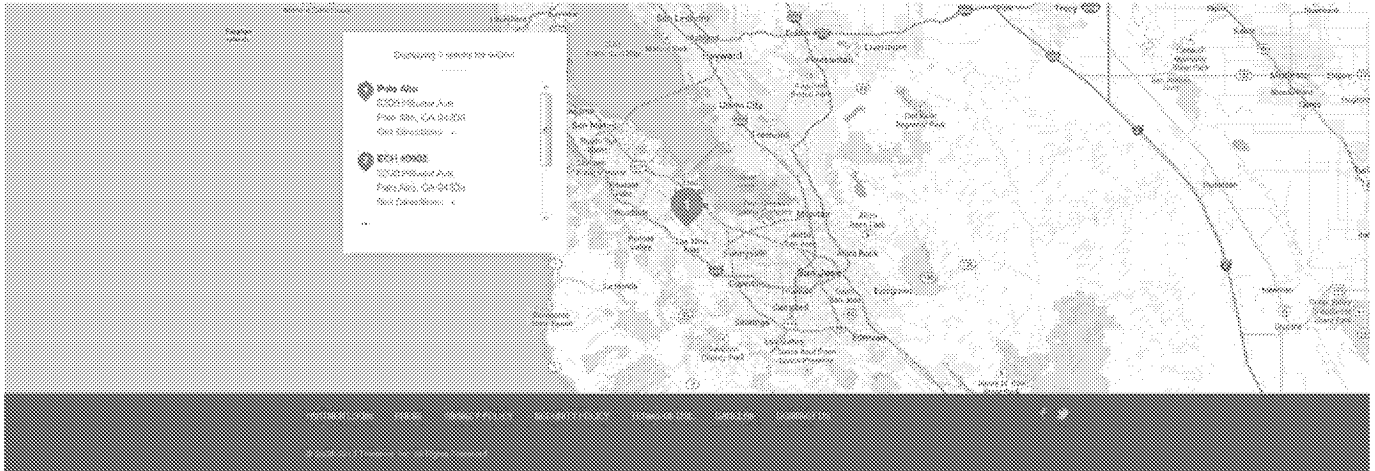
You can make an appointment or simply walk into any Theranos Wellness Center. Bring any paper order you may have for any other lab. Or you can simply have your doctor submit your order electronically. And since we're the first lab to be open early mornings, nights, weekends, even some holidays, we're always easy to fit into your schedule.

Search for a Theranos Wellness Center

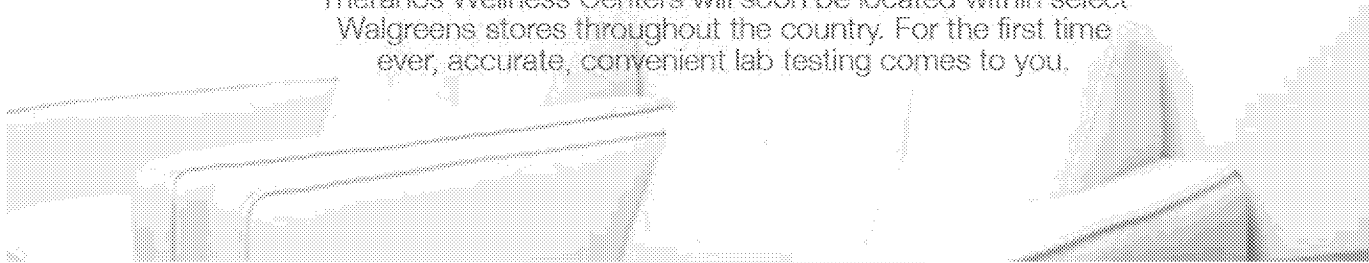
Address

SEARCH

Sign up to see a list of near
Theranos Wellness Centers
Get started here



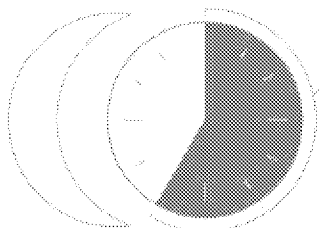
Theranos Wellness Centers will soon be located within select Walgreens stores throughout the country. For the first time ever, accurate, convenient lab testing comes to you.



A revolution in lab testing, coming right to your neighborhood.

As convenient as your nearest Walgreens.

We're working to give everyone access to fast, affordable, high quality lab testing. By putting Theranos Wellness Centers inside conveniently-located Walgreens stores, we're taking a big step toward making that a reality. Through Walgreens' many easy-to-find locations, you'll have more ways to take control of your health, your energy, and your life.



LONGER HOURS

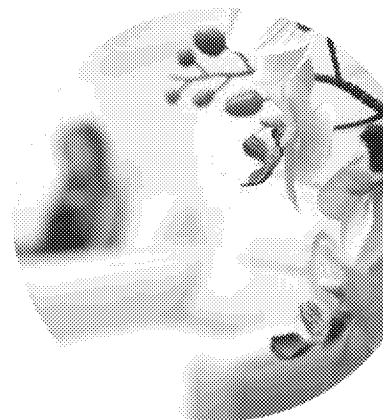
BETTER ACCESS.

Your health, on your schedule.

Since many Walgreens' stores are open early mornings, evenings, weekends, and even holidays, our Wellness Centers can fit into your schedule better than traditional labs. Now you can have your lab testing done at your convenience – while shopping, running errands, even on your way to your doctor's appointment.

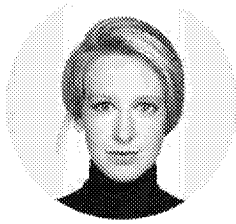
An easier way to wellness.

No one should ever avoid lab tests because they're too painful, too inconvenient, or too expensive. With Theranos, it doesn't have to be that way. By placing our Wellness Centers in neighborhood Walgreens stores, we're making it easier for more people to know what's happening with their health. And a little knowing changes everything.



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Elizabeth Holmes, Founder, and CEO

Elizabeth Holmes is CEO of Theranos, which she founded in 2009. Elizabeth left Stanford University's School of Engineering to build Theranos around her patents and vision for healthcare.

Our board.

Elizabeth Holmes

Theranos Chairman, CEO, and Founder

George P. Shultz

George P. Shultz has had a distinguished career in government, in academia, and in the world of business. He is one of two individuals who have held four different federal cabinet posts, he has taught at three of this country's greatest universities, and for eight years he was president of a major engineering and construction company. Since 1989, he has been a distinguished fellow at Stanford University's Hoover Institution. He is a recipient of the Medal of Freedom, our nation's highest civilian honor.

Gary Roughead

Gary Roughead is a retired United States Navy admiral who served as the 29th Chief of Naval Operations. Roughead is one of only two officers to have commanded the fleets in the Pacific and Atlantic, commanding the U.S. Pacific Fleet and Joint Task Force 519, as well as U.S. Fleet Forces Command. He also served as Commandant, United States Naval Academy, the Department of the Navy's Chief of Legislative Affairs, and as Deputy Commander, U.S. Pacific Command. Admiral Roughead is a Distinguished Fellow at the Hoover Institution. He also serves on the board of the Northrop Grumman Corporation.

William J. Perry

William Perry is an entrepreneur, mathematician, and engineer who was the United States Secretary of Defense under President Bill Clinton. He also served as Deputy Secretary of Defense and Under Secretary of Defense for Research and Engineering. Dr. Perry has extensive business experience and currently serves on the boards of several high-tech companies and as Chairman of Global Technology Partners. He was the founder and president of Electromagnetic Systems Laboratory (ESL), Inc. Dr. Perry is currently the Michael and Barbara Gerberian Professor (emeritus) at Stanford University, with a joint appointment at the Freeman Spogli Institute for International Studies and the School of Engineering.

Samuel Nunn

Samuel Nunn served as a United States Senator from Georgia for twenty-four years and as Chairman of the Senate Armed Services Committee and the Permanent Subcommittee on Investigations. He is currently the co-chairman and Chief Executive Officer of the Nuclear Threat Initiative (NTI), a

James N. Mattis

James N. Mattis is a retired United States Marine Corps general who last served as the 11th commander of United States Central Command. He previously commanded United States Joint Forces Command and served concurrently as NATO's Supreme Allied Commander Transformation. Prior to that, he commanded I Marine Expeditionary Force, United States Marine Forces Central Command, and 1st Marine Division during the Iraq War. General Mattis retired after more than 41 years of service to the nation.

Richard Kovacevich

Richard Kovacevich served as the Chief Executive Officer of Wells Fargo & Company from 1995-2007 and Chairman of the Board from 2001-2009. Prior to Wells Fargo, Kovacevich held numerous executive positions including Division General Manager of General Mills, head of regional retail banking at Citicorp, and President & CEO of Norwest Corporation until its merger with Wells Fargo in 1995. He currently serves on a number of corporate boards, including Cargill Inc., The Clearing House LLC, Cisco Systems Inc., and as a member of the Federal Reserve's Federal Advisory Council.

Henry A. Kissinger

Henry Kissinger is Chairman of Kissinger Associates, Inc., an international consulting firm. Dr. Kissinger served as Assistant to the President for National Security Affairs from 1969-1975 and as Secretary of State from 1973-1977. He has received numerous awards in recognition of his work in foreign policy, including the Nobel Peace Prize and Presidential Medal of Freedom. Dr. Kissinger serves on a number of governmental, corporate, and non-profit organizational boards and is the author of several books; his most recent, *On China*, was published in 2011.

Sunny Balwani

Sunny Balwani is an entrepreneur and a computer scientist. Sunny joined Theranos after dropping out of the Computer Science program at Stanford University. He received his MBA at UC Berkeley and undergraduate degree from UT Austin. Sunny began his career at Lotus Development Corporation, after which he served at Microsoft in various roles, and later started his own company in the business-to-business ecommerce space which he sold to CommerceOne. He currently serves as President and Chief Operating Officer of Theranos.

- Software Engineering
- Administration
- Aviation Systems
- Bioinformatics
- Biomedical Engineering
- Finance
- Hardware Engineering
- Human Resources
- Innovative Technology
- Law
- Marketing
- Mechanical Engineering
- Security
- Software Development
- Supply Chain

we are redefining healthcare.

careers at theranos

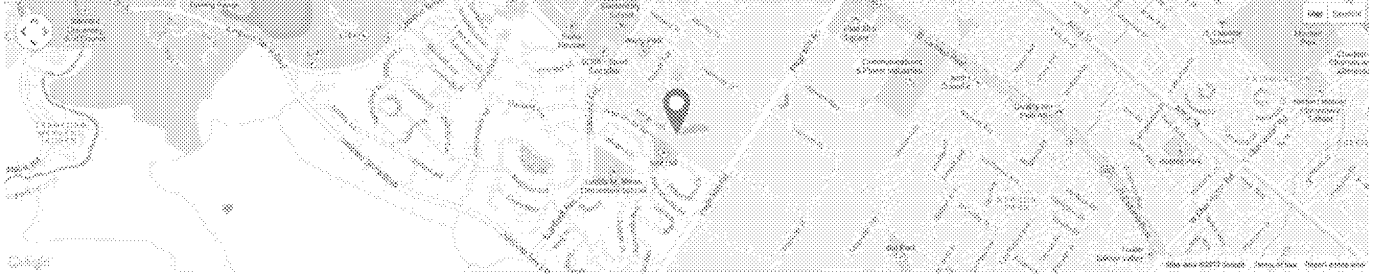
At Theranos, we are on a life-changing mission.

We're a team of technologists, scientists and engineers, led and backed by some of the greatest entrepreneurs, investors, creative minds, and global leaders.

Like people in our company,

We reward their dedication with highly competitive compensation, great healthcare benefits, catered meals, and more, with the opportunity to take part in changing the world.

OUR COMPANY | CONTACT US



Corporate Headquarters

Theranos, Inc.
 1301 S. California Avenue
 Palo Alto, CA 94304

Phone: (650) 852-2700
 Fax: (650) 852-6165
 Email: info@theranos.com

Support

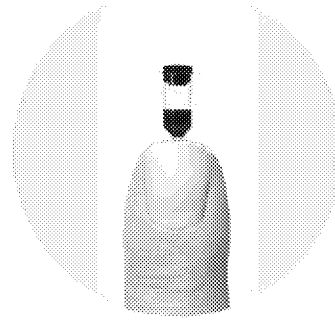
Patient Support: (800) 670-0389
 Physician Support: (800) 670-0390

introduction

welcome to a better, smarter lab test.

Theranos is a breakthrough in laboratory testing. We can analyze smaller samples than previously possible, with unprecedented speed and accuracy. It's easier on your patients. And helps you make faster, better diagnoses.

By providing the highest quality lab testing at the lowest cost, we help you give your patients the best care possible.

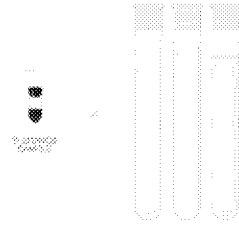





Theranos is the first and only CLIA-certified laboratory running its tests on micro-samples.

One tiny drop. Will change the world.

Thanks to our revolutionary technology, Theranos gives you precise results faster than ever, equipping you with actionable information when you need it. You can make faster diagnoses. Start stages and treatment sooner. And help your patients faster, with the convenience of knowing everything you need to know.

Our lab . . .

Draw smaller samples in your office.

Send patients to Theranos Wellness Centers.

Work the way you want.

Theranos is designed to work the way you work. You can choose between sending your patients to our convenient Theranos Wellness Centers, or drawing samples in your office or facility. You can use your existing paper lab order forms or download ours.

Easy integration . . .

Specialized for every specialty: Theranos is a new standard in lab testing that can help every practice. And we offer even more specialized tools for patients with very specific needs, or specialty practices.



Oncology

With Theranos, patients can get at the necessary frequency with less invasive. Our micro-sample size eases the risk of anemia and other secondary effects of large-volume draws.

Pediatrics

When you're caring for the tiniest patients, even a single blood draw can be the biggest obstacle. But since we only require tiny drops, our tests are less traumatic, giving you more peace and fewer tears.

Geriatrics

With Theranos, you can measure samples from patients who struggle with veins 99.9% of the time (compared to 1% for regular draws). No more difficulty for veins. No more painful draws from the inside or back of the hand.

A new era in patient care.

With Theranos, you can offer your patients the most advanced, cutting-edge diagnostic technology. From a non-invasive blood draw, to fast results, to convenient test options, you can now give your patients the kind of care you want to provide.

Better patient compliance.

By giving patients an easier way to get lab tests, you're made away to see better patient compliance. Times less pain, lower costs and easier access, we make it simpler for patients to stay engaged with you and their own health.

Designed with doctors for doctors.

Theranos is designed to integrate seamlessly into the day-to-day workflow of any practice or facility. Every detail — from sample-size options to integrated lab-order reporting — has been thought through with you in mind.

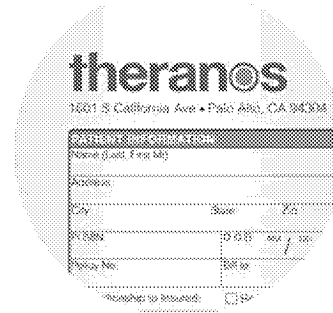
CLIA's highest certification.

Theranos is a CLIA-certified high-complexity laboratory, meeting the highest, most stringent standards for lab testing. We perform tests on the full range of sample sizes, urine, sputum, saliva, and more. And consistently undergo comprehensive proficiency testing to maintain our certification.

PROCESSES / EASY INTEGRATION

seamlessly integrates with your practice.

Theranos is designed to fit into the practice workflow. No you can have cutting-edge technology that helps you do things you love.

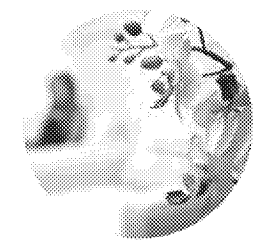
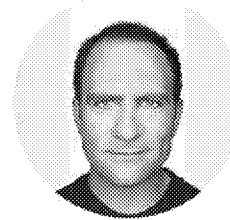


Our secure network lets you get results electronically, anytime, anywhere, from any device.

No new infrastructure needed.

You can draw samples in your office using your standard venipuncture draw method. One specimen is your smaller vials that we need.

Soon, we'll also be introducing new ways of collecting samples that will simplify and speed up your workflow. Click "Get Started" at the top of this page to stay informed.

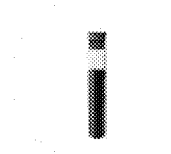


Our revolutionary Wellness Centers.

You can now have your patients have samples drawn at any Theranos Wellness Center. They're conveniently located and are available on a walk-in or appointment basis, taking into patients' convenience and readiness.

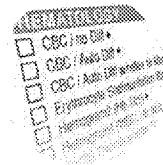
At Theranos, we're building a decentralized system that lets you connect with your patients electronically, no matter where they are.

How to start using Theranos.



Send samples to us.

You can send us samples using your smallest vacutainers. Just sign up and we'll help you register and integrate our delivery systems. Get started here >



Send patients to us.

Or download our lab order form and send your patients to our convenient Theranos Wellness Centers. Sign up today and we'll get you set up.

The power of knowing.

Theranos is specializing in a whole new era of lab testing with the aim of providing you better, more insightful lab information. We've committed to surfacing important results and insights in actionable ways from displaying stats in easy-to-understand graphs. Even its abnormal results are flag out of range or panic results for you. Because knowing more right when you need to know it, lets you do what you do best.



TEST MENU

Search for tests by name or cpt code:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z See all

A

827487	Alanine Phosphatase	\$4
848748	Alcristine Acetate/oxemecine Hydrochloride	\$8
002831	Acetaminophen	\$4
884824	Amphotericin B	\$8
794281	Aspartate Aminotransferase	\$8
U72710	Aspirin	\$4
7834782	Aspirin/Thyroid Peroxidase	\$2
827487	Aspirin, Chewed	\$4
826748	Bismuth, Total	\$8
002831	B-lymphocyte Fluorescein	\$8

B

884824	Bacitracin, Topical	\$4
684281	Bacterial Counts	\$8
U72710	Bismuth	\$4
7834782	Cholesterol	\$8
827487	Creatine Kinase	\$8
826748	Creatinine	\$4
002831	C-reactive protein	\$8
884824	High Sensitive C-reactive protein Cystatin C	\$4
794281	Erythrocyte	\$8

C

672710	Calcium, Serum	\$4
7834782	Folate, Serum	\$2
827487	Hemoglobin A1c (glycohemoglobin)	\$4
848748	Glycerol, Fasting	\$8
002831		

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GET STARTED

Getting started with Theranos.

Patients, sign up to learn more about Theranos' revolutionary lab testing and receive news about our Wellness Center openings. Providers, introduce your practice, and a Theranos representative will call and register you to start sending us samples. Others, leave your contact details and a comment if you're interested in partnership opportunities or more information.

Tell us about yourself. required

Are you a: Patient Provider Other

Comment optional

15 characters

By clicking submit I agree to Terms of Service

Send me updates

Submit

GET STARTED

Getting started with Theranos.

Patients, sign up to learn more about Theranos' revolutionary lab testing and receive news about our Wellness Center openings. Providers, introduce your practice, and a Theranos representative will call and register you to start sending us samples. Others, leave your contact details and a comment if you're interested in partnership opportunities or more information.

Tell us about yourself. required

Are you a: Patient Provider Other

Also interested in: Seeking samples to Theranos Seeking more information about Theranos

Comment optional

15 characters

By clicking submit I agree to Terms of Service

Submit

GET STARTED

Getting started with Theranos.

Patients, sign up to learn more about Theranos' revolutionary lab testing and receive news about new Patient Center openings. Physicians, introduce your practice, and a Theranos representative will call and register you to start sending up samples. When, leave your contact details and a comment if you're interested in participating in trials and/or more a destination.

Tell us about yourself.

Are you an: Patient Physician Other

Form fields for Name, Email, Phone, and Address.

Comments

Text area for comments.

By sending details, I agree to Terms of Service

Go to website

Submit

NEWS



Press Releases

Theranos Announces New Members of its Board of Directors
Theranos Announces New Members of its Board of Directors
Theranos Announces New Members of its Board of Directors

Selected Media

Theranos Announces New Members of its Board of Directors
Theranos Announces New Members of its Board of Directors
Theranos Announces New Members of its Board of Directors

Press Kit

Company Press Sheet
What Makes the Edison Difference
Standard Request Form
Request
Sheet

PRIVACY POLICY

Theranos understands that privacy is important and has created this Privacy Policy in order to help you understand our policies and practices relating to information collected on or through the Theranos website. Throughout this Privacy Policy, "Theranos" and "We" refers to Theranos, Inc. "You" or "User" refers to you or our users - wherever you use our site. Theranos.com. The "Theranos website" refers to the website located at theranos.com and any subdomains thereof and information provided by Theranos at this website.

By using the Theranos Website, you expressly consent to the information handling practices described in this policy. This Privacy Policy is incorporated into and is subject to the Theranos website Terms of Use. Your use of the Theranos Website and any personal information you provide through the Theranos Website are subject to changes to this Privacy Policy per the Terms of Use.

3. The Information Theranos Collects

Information We Provide

The Theranos Website does not collect or solicit any personal information (being user or account on the Theranos Website, for example) you are provided by Theranos unless it is generally labeled "personally identifiable information" (such as your name, email address, postal mailing address, and telephone numbers) only if you choose to contact Theranos via email from the website or by submitting your information for the guest questions at Theranos listed under the "Contact" section of the Theranos Website.

"Device" Information

When you access the Theranos Website, we may send one or more cookies - small text files containing a string of alphanumeric characters - to your computer. These cookies use unique numeric and alphanumeric identifiers. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be used by our browser on subsequent visits to the Theranos Website. Theranos cookies can be deleted. Please review your device browser "Help" file to learn the best way to delete your cookies and logs.

"Non-personally Collected" Information

When you access the Theranos Website, we may automatically collect certain information from your system by using different types of tracking technology. This "non-personally collected" information may include internet browser software ("Web browser"), version or software installed, system date, the content and pages that you access on the Theranos Website, and the date and time that you visit the Theranos Website.

5. The Way Theranos Uses Information

The above listed information that we collect to operate, maintain, enhance, and provide all of the features and services offered on the Theranos Website, generally is to improve our product/service.

We will not use, without your further consent, your email address or other contact information you may choose to provide when contacting Theranos via email, except to respond to your initial request.

This information is not information that we collect to advertise or to sell or otherwise use for direct or indirect marketing purposes. We may use this information to send you promotional offers and other communications.

Theranos may use "non-personally collected" information and "device" information to: (a) analyze website usage; (b) "Theranos" website or your system; and (c) monitor aggregate usage statistics such as website usage patterns and usage over time.

3. When Theranos Discloses Information

We may disclose certain information ("collected" or "not" aggregated) non-personally identifiable information to our affiliated companies or other businesses or individuals for general website marketing, promotional, or otherwise purposes. We may also disclose information to our service providers, such as our cloud service providers, for the purpose of providing services to our users. We may also disclose information to our service providers, such as our cloud service providers, for the purpose of providing services to our users. We may also disclose information to our service providers, such as our cloud service providers, for the purpose of providing services to our users.

Theranos may disclose information if we believe, in good faith, that such disclosure is necessary to comply with state and federal laws, such as (a) court orders, or requests for such information from government agencies or law enforcement agencies, or (b) to protect the rights, property, or personal safety of Theranos, our users, or others.

Theranos also reserves the right to disclose user information that we believe, in good faith, is appropriate or necessary to take preventative action against liability (including, but not limited to, lawsuits, demands, or demands) or to investigate and defend ourselves against third party claims or allegations, to assist government or law enforcement agencies, to protect the security or integrity of the Theranos Website or its products, the rights, property, or personal safety of Theranos, our users, or others.

6. Your Choices

If you do not consent to this policy by using or accessing our website for the operations on the Theranos website under the "Contact" section of the Theranos Website, then your use of the Theranos Website (including personal information provided by you) is prohibited.

6. Data Security

Theranos takes commercially reasonable measures, through physical, technical, and network safeguards, to protect the integrity and security of your information. We cannot, however, ensure or warrant the security of any information you transmit to Theranos, and you should use caution when you transmit or store information. Theranos cannot, however, ensure the security of any information you transmit to the website. However, please note that Theranos may disclose information to our service providers, such as our cloud service providers, for the purpose of providing services to our users.

If Theranos systems or a security incident occurs, then we will attempt to notify you electronically as soon as we can take appropriate remedial steps. Theranos may post a notice on the Theranos Website, if a notice is deemed necessary. Depending on where you live, you may have a legal right to be notified about a security incident involving Theranos. We have written notice of a security incident you should call 800-771-1010 or privacy@theranos.com.

6. Children's Privacy

If you are under 13 years of age, then please do not email or contact Theranos at any time or in any manner.

Respecting the privacy of young children is especially important. For that reason, Theranos does not knowingly collect or maintain personal identifiable information from children under 13 years of age. If Theranos learns that personally identifiable information of persons less than 13 years of age has been provided to Theranos, then Theranos will take the appropriate steps to delete this information.

If you are the parent or legal guardian of a child under 13 who has contacted personal information to Theranos, then please contact Theranos at info@theranos.com to have that child's information deleted.

7. International Visitors

If you are visiting the Theranos Website from the European Economic Area or other countries, please note that our data processing practices on the Theranos Website will be transferred outside the European Economic Area.

7. International Visitors

If we collect your Theranos data from the European Economic Area or from outside of the European Economic Area or from other non-US territory, we may transfer your data to the United States or other non-US territory for any of the purposes described herein. In addition, Theranos operates globally, and may make information we gather available to our global business units as an integral component. By providing any data to the Theranos Website, you have voluntarily consented to a distribution of your data to the United States or other territories.

8. In the Event of Merger or Sale

In the event that Theranos is acquired by or merged with a third-party entity, or undergoes a change of control, we reserve the right, in any of these circumstances, to transfer or share the information that we have collected from the Theranos Website as part of that merger, sale, entity, or other change of control.

9. Changes and Updates to this Privacy Policy

This Privacy Policy may be revised periodically without notice to you, and this will be reflected by a "last modified" date below. Please read this page for any substantial changes. In general, we will use your personal information in the manner described in the Theranos Policy in effect when we collect that personal information. Your continued use of the Theranos Website constitutes your agreement to this Privacy Policy and any future revisions.

For updates to this Privacy Policy that may be materially and verifiably in the best interests of patients, we reserve the right to make such updates without notice to you.

10. Effective Date, Date Last Modified

Theranos Policy last modified on September 7, 2018.

11. Theranos Contact Information

Please contact Theranos with any questions or concerns about this Privacy Policy, your personal information, and our third-party disclosure practices or your consent choice by email to the Theranos email address on our Contact page.



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CONTACT US

SECURITY POLICY

The protection and security of client data is our top priority.

We implement and enforce all controls of our information technologies to our highest level of data protection and security. This means that our data can only be accessed by those permitted to access it. Whether the data is coming from you, a third party provider, or from our systems, we ensure that proper controls are in place to protect and secure it. Theranos adheres to all applicable practices in a manner consistent with HIPAA, Title 11 CFR Part 11, and ISO 27001.

Theranos uses the following techniques to secure all data:

Authentication

At Theranos, Software Products use regular, changing passwords to ensure identity management and prevent unauthorized access to our identity.

Authorization

Theranos Software Products use granular, permissioned roles to determine access to data.

Archiving

Theranos Software Products will back up all data regularly at intervals to survive data loss.

Data Privacy

Theranos Software Products will encrypt all sensitive data when transmitted on an untrusted connection and when stored in any database, log, or file.

Data Integrity

Theranos Software Products will prevent any data sensitive data from unauthorized access and will check those signatures to that any tampering of sensitive data can be detected. Furthermore, these Software Products will ensure sensitive data is stored in redundant locations to be available to our users.

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8. Date of Last Revision

September 7, 2010

9. Theranos Confidentiality

If you would like to request Theranos for any reason, please call 1-800-451-7352, send a letter to: 1800 18th Street, San Francisco, CA 94110, or email us at info@theranos.com. Theranos, Inc., 1801 S. California Ave., Palo Alto, CA 94304



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CAREERS

- ↳ Clinical Engineering
- ↳ Administration
- ↳ Aging Systems
- ↳ Bioinformatics
- ↳ Chemical Engineering
- ↳ Finance
- ↳ Hardware Engineering
- ↳ Human Resources
- ↳ Information Technology
- ↳ Laboratory
- ↳ Legal
- ↳ Manufacturing
- ↳ Mechanical Engineering
- ↳ Quality
- ↳ Software Development
- ↳ Supply Chain

We are redefining healthcare.

careers at theranos

At Theranos, we are on a life-changing mission.

We're a team of technologists, scientists and inventors, led and backed by some of the greatest entrepreneurs, investors, creative minds, and global backers.

Our people are our company.

We reward their dedication with highly competitive compensation, great healthcare benefits, covered meals, and more, with the opportunity to take part in changing the world.

