

Inogen's Do Not Call Policy

This document sets forth and summarizes Inogen's Do Not Call Policy.

If you do not want to receive marketing calls or text messages from Inogen, you may request that we place your telephone number(s) on our internal "Do Not Call" / text opt out list (DNC list). Although we may ask for your name, address and telephone number, or other contact information, Inogen will accept your Do Not Call request even if you only provide your telephone number(s). You have the right to make this request and to be put on our internal DNC list even if you are still an Inogen customer. Inogen will not share the personal information you provide in connection with a Do Not Call request with anyone except to implement your Do Not Call request.

When Inogen receives your Do Not Call request, we will work expeditiously to add the requested telephone number(s) to the company's DNC list. In some cases, it may take up to 30 calendar days to remove a telephone number from our campaign lists. Inogen's DNC list includes only the specific phone numbers that customers have asked to be added to that list. If you change your telephone number, or add an additional telephone number, you must separately add that telephone number to the "Do Not Call" list to prevent marketing calls and text messages to that number. The "Do Not Call" list applies only to marketing calls and text messages. As a result, we may still contact you for non-marketing purposes.

Inogen works to train associates that engage in outbound calling or texting on the requirements set forth in this policy and to make them aware of these procedures. We also take steps to confirm that relevant personnel review this policy periodically.

If you notify Inogen that you have received a marketing telephone call or text message from Inogen after requesting to be placed on our DNC list, we will investigate. Inogen will work to confirm whether the telephone number is on the company's DNC list and, if it is not, will add the number to the DNC list. Upon request, Inogen will email you confirmation that the telephone number is on or has been added to the list.

In addition, you may place your telephone number(s) on the National Do Not Call Registry by calling 888-382-1222, or through the Internet at www.donotcall.gov. It may take several weeks before you notice a reduction in calls. Please note that even if you add your number(s) to the Registry, Inogen may still contact you in accordance with applicable law.

If you have a question, comment, or concern about this policy or Inogen's Do Not Call practices, please contact privacy@inogen.net.