

DATE September 16, 2026
TO Privacy Officer, Security Officer or Compliance Officer of a covered entity or business associate
RE HIPAA business associate status of Essex Software's desktop applications

Why Essex Software is not your business associate, and no Business Associate Agreement is required

Dear Privacy or Compliance Officer:

This letter explains why The Essex Redevelopment Group, LLC, doing business as Essex Software ("Essex Software", "we"), is not a business associate of your organization under the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations ("HIPAA") when your workforce uses our desktop applications, and why no Business Associate Agreement is required.

1. Applications covered

This letter covers the following applications, which are installed and run on your organization's own computers. None of them is a hosted or cloud service.

APPLICATION	WHAT IT DOES	VERSIONS
Batch PDF Merger	Merges, splits, reorders and compresses PDF files	6.5.3 (Windows and macOS)
Multi PDF Converter	Converts between PDF and image formats	7.4.0 (Windows and macOS)
Bulk File Merger	Combines Excel, CSV and text files	5.3.1 (macOS), 5.2.1 (Windows)
Multi PDF Splitter	Splits PDF files	2.6.0 (macOS), 2.6.1 (Windows)

It also covers later versions of these applications, unless we publish a revised letter under Section 7.

2. How the applications handle your documents and data

The applications open, merge, split and convert files entirely on the computer where they are installed. The contents of your documents, their file names and their folder names are never uploaded or transmitted to Essex Software or to any third party. Output files are written only to a location the user chooses, and temporary working files stay on the same computer.

The applications do contact our servers for licensing, software updates and diagnostics. Those messages contain no document contents. They are limited to the following:

- Licence validation and activation.** The licence key, an identifier derived from the computer's hardware and sent only as a one-way hash, and the application version.
- Trial and usage status.** The same hardware-derived identifier and the application version. Batch PDF Merger and Multi PDF Converter also send the operating system and its version, the processor type, the application and system language settings, and the country setting.

- c. **Job counts.** After each job, Batch PDF Merger and Multi PDF Converter send the number of files and pages processed. The other two applications send at most a record that a job ran. No file names or contents are included.
- d. **Update checks.** A request for the latest version number, sent to our software distribution storage. Users can turn automatic updates off in the application's settings.
- e. **Error reports,** in Batch PDF Merger and Multi PDF Converter only. An error message, the place in the application's code where it occurred, and recent lines of the application's log. File names, folder paths and email addresses are removed on the computer before a report is sent. Reports can be turned off in Settings under "Send anonymous error reports", or for every user on a Windows computer by setting the environment variable BPM_NO_ERROR_REPORTS=1 or MPC_NO_ERROR_REPORTS=1. Because some error messages come from third-party software components, we recommend that covered entities turn error reports off.

Like any internet request, each of these messages also carries the public IP address of the network it is sent from. None of the data elements above is individually identifiable health information about your patients or members.

3. Legal analysis under 45 CFR 160.103

HIPAA defines a business associate as a person who, on behalf of a covered entity, "creates, receives, maintains, or transmits protected health information" for a function or activity regulated by HIPAA, or who provides certain services that involve the disclosure of protected health information (45 CFR 160.103). With respect to your protected health information, Essex Software does none of these things:

Creates	No. The applications generate no health information. They act on files your workforce selects.
Receives	No. Files are read and processed on your computer and are never sent to us.
Maintains	No. We store no documents, in any form, encrypted or not.
Transmits	No. The applications move no documents off the computer on which they run.

The U.S. Department of Health and Human Services has addressed software vendors directly:

"The mere selling or providing of software to a covered entity does not give rise to a business associate relationship if the vendor does not have access to the protected health information of the covered entity."

HHS Office for Civil Rights, HIPAA Frequently Asked Questions: Business Associates

This is different from the position of a cloud service provider. HHS's *Guidance on HIPAA & Cloud Computing* explains that a provider that creates, receives or maintains electronic protected health information is a business associate even when it cannot view that information because it is encrypted. That guidance does not reach our applications, because we never hold a copy of your documents, encrypted or otherwise.

4. Support

Our support process never requires access to your documents. Please do not send files containing protected health information to support@essexsoftware.com. A de-identified sample file is always sufficient.

5. Your organization's responsibilities

This letter addresses only Essex Software's status as a business associate. It does not relieve your organization of its own obligations under HIPAA. Because your documents remain on your computers, the safeguards that protect them are yours, including your risk analysis (45 CFR 164.308(a)(1)(ii)(A)), workstation security (45 CFR 164.310(c)) and the technical safeguards of 45 CFR 164.312. The data listed in Section 2 may be treated as ordinary vendor data in that analysis.

6. How to verify these statements

- Watch the applications' network connections while processing files, using an outbound firewall monitor such as LuLu or Little Snitch on macOS, or Resource Monitor or Windows Defender Firewall on Windows. The applications connect only to license.batchpdfmerger.com, license.pdf-split.com, license.essexsoftware.com and essex.nyc3.digitaloceanspaces.com, and the processed files are written on the local computer.
- Disconnect a computer from the network and process files. A licensed copy of Batch PDF Merger or Multi PDF Converter works normally for up to 30 days without contacting our servers.
- Read the full list of every connection and what it contains at essexsoftware.com/trust.

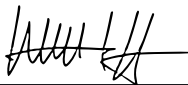
7. Changes

This letter describes the applications as released on the date above. If a future release adds a category of data to Section 2, or adds any feature that sends document contents to Essex Software or to a third party, we will publish a revised letter at essexsoftware.com/trust when that release becomes available.

8. Disclaimer

This letter sets out Essex Software's good-faith analysis of its status under HIPAA, based on the applications as released on the date above. It is not legal advice to the recipient and is not a substitute for advice from your own counsel about your organization's obligations under HIPAA.

Sincerely,



Marlon Haniff

Chief Executive Officer

The Essex Redevelopment Group, LLC, d/b/a Essex Software

Date signed: Sept. 16th, 2026