



WEB PRIVACY STATEMENT

Revised 10/21/2013

THIS NOTICE DESCRIBES THE INFORMATION THAT MAY BE COLLECTED BY MCHO'S WEBSITES AND HOW THAT INFORMATION IS USED.

Collection and use of personal information

Community Health Options will not collect personal information about you from our sites unless you provide us that information voluntarily. Any non-public personal information that you may provide Community Health Options via our sites will be used solely in accordance with our privacy policy available at <https://www.healthoptions.org/privacy-policy>. You may update the information that you provide to us either by contacting Member Services or, if applicable, by updating your profile online. Community Health Options will not sell, license, transmit or disclose this information outside of Community Health Options and its partner companies unless (a) expressly authorized by you, (b) necessary to enable Community Health Options partners or agents to perform certain functions for us, or (c) required or permitted by law. In all cases, we will disclose the information consistent with applicable laws and regulations and we will require the recipient to protect the information and use it only for the purpose it was provided.

By "personal information," we mean data that is unique to an individual, such as a name, address, Social Security number, e-mail address, or telephone number. From time to time, we may request personal information from you at our sites in order to deliver requested materials to you, respond to your questions, or deliver a product or service.

Security

Community Health Options has adopted and adheres to stringent security standards designed to protect non-public personal information at maineoptions.org against accidental or unauthorized access or disclosure. Among the safeguards that Community Health Options has developed for this site are administrative, physical and technical barriers that together form a protective firewall around the information stored at this site. We periodically subject our site to simulated intrusion tests and have developed comprehensive disaster recovery plans.

Secure web pages

There are some locations on Community Health Options' websites that have special provisions for a more secure environment in which we can exchange information with you. At each of these locations, we will provide you with appropriate instructions.

Other information; "cookies" and "tags"

When you visit our websites, we collect certain information that does not identify you personally, but provides us with "usage data," such as the number of visitors we receive or what pages are visited most often. This data helps us to analyze and improve the usefulness of the information we provide at these websites.

Like most commercial website owners, we may use what is known as "cookie" technology. A "cookie" is an element of data that a website can send to your browser when you link to that website. A "cookie" is not a computer program and has no ability to read data residing on your computer or instruct it to perform any step or function. By assigning a unique data element to each visitor, the website is able to recognize repeat users, track usage patterns and better serve



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you when you return to that site. The cookie does not extract other personal information about you.

We may also use what is known as "client-side page tagging", which uses code on each page to write certain information about the page and the visitor to a log when a page is rendered by your web browser. "Tagging" does result in a JavaScript program running on your computer, but it is limited to providing information about the page that you are requesting and the configuration of your browser. It will not read any of your data files, or execute any additional programs. It does not extract any personal information about you. You can prevent tagging by disabling JavaScript in your browser, but that may prevent you from using all of our website's functions.

Linking to other sites

From time to time, Community Health Options websites may provide links to other websites, not owned or controlled by Community Health Options, that we think might be useful or of interest to you. Community Health Options is not responsible for the privacy practices used by other website owners or the content or accuracy of those other websites. Links to various non-Community Health Options websites do not constitute or imply endorsement by Community Health Options of these websites, any products or services described on these sites, or of any other material contained in them.

Questions or Comments

To protect your privacy, please do not use e-mail to communicate information to us that you consider confidential. You may contact us instead by at <https://www.healthoptions.org/ContactUs/Questions> for comments or questions about our websites. Or telephone us at the Member Services toll-free number 855-624-6463.

We will share your comments and questions with those staff members most capable of addressing your questions and concerns.

Changes to this statement

Community Health Options may change this statement from time to time. We encourage you to periodically reread this policy to see if there have been any changes that may affect you. This statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party.