

## Website Privacy & Security Policy

### Website Privacy

Last Updated: July, 2013

**HIPAA Notice of Privacy Practice:** To read about our Website Privacy & Security Policy ("Policy" or "Policies") regarding your health information under the Health Insurance Portability and Accountability Act ("HIPAA"), please [click here](#) to view our HIPAA Notice of Privacy Practices. As used in this Policy, terms such as "we", "our" or "us" refer to ProCare Rx and our affiliated companies.

**Card Information Protection:** It is ProCare Rx's policy to protect the confidentiality of your protected healthcare information ("PHI" or "PII"), including your Social Security number ("SSN") if applicable, that we receive to manage your pharmacy benefit. We secure the confidentiality of PHI using various means, including physical, electronic, and administrative safeguards that are designed to protect against unauthorized access to our system and transferred information. It is our policy, in accordance with HIPAA, to prohibit unlawful access and/or disclosure of PHI.

**Website Privacy:** ProCare Rx is very sensitive to the protection of PHI and privacy issues. The document has been created to let you know how we handle the PHI that we receive from you through this website. This Policy does not apply to information collected through other means such as by email, by telephone or by chat among others, although that information may be protected by other privacy policies.

**Personal Information:** "Personal information" means information that specifically identifies you as an individual, such as your name, telephone number, e-mail address, postal address, or certain other account numbers. Personal information does not include information protected under HIPAA, which would be protected as described in the HIPAA Notices of Privacy Practices provided by your employer, health plan, pharmacy, physician, and other health care professionals.

ProCare Rx may combine the Personal Information that you provide with other Personal Information that we might have to better your website experience. For example, if you have used service on this website, we may use the Personal Information along with information regarding your receipt of the service, including:

- To respond to an e-mail or particular request from you.
- To personalize the website for you.
- To process a refill or transfer request you have submitted.
- To provide you with clinical healthcare information that may be useful to you, such as information about health products or services.
- To comply with applicable laws, regulations, and legal process.
- To protect our rights, the rights of affiliates or related third parties, or take appropriate legal action, such as to enforce our Terms of Use.
- To keep a record of our transactions and communications.
- For other uses permitted by law.

**Cookies:** ProCare Rx uses "cookies" and similar technology from website visitors such as which pages are used and how often they are used to enable certain features on this website. Information incorporated in these cookies does not permit us to specifically identify you by your name or other information such as your card ID, social security number, address or telephone number.

You may disable these cookies by adjusting your browser preferences on your computer at any time; however, this may limit your ability to take advantage of some of the features on this website. Some examples of the way cookies are used include:

- Tracking resources and data accessed on the site.
- Recording general site statistics and activity.
- Assisting users experiencing website problems.
- Enabling certain functions and tools on this website.
- Tracking paths of visitors to this site and within this site.

**Sharing of Non-Personal Information:** Because non-personal information does not identify you, we may use non-personal information. For example, we may share non-personal information with our affiliated companies and the government. You understand and agree that we may use Personal Information that you provide to contact you, including any email address, telephone number, cell phone number, text message number, or fax number.

**Data Sharing:** ProCare Rx will only share your Personal Information with third parties as outlined in this Policy and as otherwise permitted by law. We may share Personal Information with our employees who are tasked to assist in and improve your healthcare. For example, if you submit an e-mail asking a question, we may provide your e-mail address to one of our employees in order for that employee to appropriately reply. We may share Personal Information with other companies with whom we subcontract to perform services on our behalf. We may also share personal information in response to a court order, subpoena, search warrant, law or regulation, fully cooperating with law enforcement authorities in investigating and prosecuting website visitors who violate our rules, or engage in behavior that is illegal.

However, if we share Personal Information with any outside companies, we require them to protect the Personal Information and only use it for limited purposes. If you believe that your Personal Information has been misused, please contact us immediately and report such misuse through the link below.

### **Website Security**

ProCare Rx uses a number of electronic security methods (such as passwords and encryption) and procedural security methods (such as rules regarding the data handling of information), designed to

protect the security and integrity of Personal Information submitted and PHI shown on this website. Due to the nature of the Internet and your access to it through potentially unsecured telephone communications, we cannot guarantee that the information transmitted on-line will remain secure during transmission, and therefore we are not liable in any way for the illegal acts of such third parties and the potential release of any Personal Information or PHI.

**Online Communications:** E-mail, including that appearing on our website, does not provide a 100% secure and confidential means of communication. It is possible that your e-mail may be inappropriately viewed by other Internet users while in transit and outside of our website. If you wish to keep your communication completely private, you should not use e-mail, although we may send you an e-mail regarding health benefits, health conditions, and general clinical information.

**Contact Us:** To contact us regarding this Policy and our related privacy practices, please contact us either by clicking on the <QUESTIONS> link below or by mailing your questions or comments to us at:

ProCare Rx

Attn: Portal Questions

1267 Professional Parkway

Gainesville, GA 30507

**Changes to this Policy:** ProCare Rx reserves the right to **change** this Policy at any time. Any such change will appear on this page. We hold no responsibility notify you of any changes to this Policy, so we suggest that you review this page each time you visit this website. Your continued use of this website affirms your consent to any changes to the Policy.