

Internet Privacy Statement

This Internet Privacy Statement applies to this application owned and operated by Humana, Inc. ('Humana'). This privacy policy describes how Humana collects and uses the personal information you provide on our applications. It also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

Relationships are built on trust. One of the most important elements of trust is respect for an individual's privacy. Humana values our relationship with you, and we take your personal privacy seriously.

Commitment to confidentiality

Confidentiality is a top priority at Humana. We are committed to maintaining the highest level of confidentiality with all of the information we receive from this application's users. This Internet Privacy Statement assures you that the information you share with Humana is kept confidential and fully secure.

We may also partner with third parties to provide links to third-party applications to offer you additional information and services. You may see both the Humana logo and the third party's logo on these third-party applications. Users of these applications should be aware of who is collecting personal information and who's Internet Privacy Statement applies before providing personal information. Humana may not have control over third-party partners' use of your information.

Collection and use of personal information

Users of this application have the option to provide certain personal information. This personal information may be required in order to receive specific services. By providing such information, you are agreeing that Humana may store, process, and review such information. We may use this personal information for the purpose for which it was collected, and we may also combine this information with other data Humana maintains in order to create a more complete view of your health history. On a weekly basis, Humana will synchronize your data from CMS and any other external entities to which you have granted Humana access.

We may collect certain personally identifiable information from our users at different places within this application. Our definition of personally identifiable information includes any information that may be used to specifically identify or contact you, such as your name, mail address, telephone number, cellular phone number, text message number, fax number, email address, etc. Certain information may not be personally identifiable when standing alone (e.g., your age), but may become so when combined with other information (e.g., your age and address).

We may use the voluntarily provided contact information to notify application users of updates to existing products and services, new products and services, or upcoming events. Application users who do not wish to receive such notifications via email or SMS (text) can choose to opt out of receiving such information. It is our policy that email and SMS (text) messages will contain

an "unsubscribe" and "STOP" function, along with instructions on how to execute the opt-out function.

We recognize that when application users choose to provide personal information, they trust that we will protect their privacy and will provide them with choices about how that information is to be shared. Humana will not sell, trade, rent or disclose the personal information that you provide unless you authorize us to do so or required to do so by law.

There are instances in which Humana may disclose application user's personal information to our agents, third-party partners, affiliates, and subsidiaries to enable them to perform functions on our behalf. These companies are only permitted to share, store and/or use personal information for contracted business purposes.

We may share your personal information when we believe that such action is necessary to:

1. Fulfill an enforceable government request;
2. Conform with the requirements of the law or legal process;
3. Protect or defend our legal rights or property, this application, or other users;
4. Protect your health and safety or the health and safety of this application's users or the general public; or
5. If Humana is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our application of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

User access and choice

We will retain your information for as long as your account is active or as needed to provide you services. Upon request Humana will provide you with information about whether we hold any of your personal information. If your personal information changes, or if you no longer desire our service, you may revoke our access to your information via Medicare.gov or via the websites of the external entities to whom you have granted Humana access.

You may request for your non-Humana data (i.e. Data from third parties to which you have granted Humana access through this application) to be deleted from Humana's systems by emailing FHIR@humana.com. If you wish for Humana to delete your data retrieved from CMS or other external entities, please provide via email your full name and date of birth, and the name of the external entity whose data you want removed. If you request that we delete your data, we will also revoke Humana's access to refresh your data from CMS or other external sources in the future. We will respond to your request within 5 business days.

We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Technology use on this application

To gauge the effectiveness of this application, we may collect information about our application users. This information may include, among other things, your IP address, browser type, internet service provider (ISP), domain names, referring/exit pages, operating system, date/time stamp,

clickstream data or other data elements. We may use this information to analyze trends, to administer the application, to track users' movements around the site, to assist in the development and implementation of security measures, provide a customized experience for application users and to gather demographic information about our user base as a whole.

Internal security procedures

Information that you share on the application is kept strictly confidential and fully secure. Your encrypted (encoded) sensitive information is protected using "Secure Socket Layers (SSL)" as it passes between your browser and this application. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

No method of transmission over the internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. Only authorized persons are permitted to access your personal information. All authorized persons must abide by security, privacy, and confidentiality agreements.

We are required by law to provide individuals with notice of our legal duties and privacy practices regarding personal and health information. If a breach of unsecured personal and health information occurs, we will notify you in a timely manner.

California privacy law

Residents of the State of California, under certain provisions of the California Civil Code, have the right to request from companies conducting business in California a list of all third parties to which the company has disclosed certain personally identifiable information as defined under California law during the preceding year for third-party direct marketing purposes. You are limited to one request per calendar year. In your request, please attest to the fact that you are a California resident and provide a current California address for our response. You may request the information in writing by contacting the Humana Privacy Office, PO Box 1438, Louisville, KY 40202.

Children's privacy

This application is not intended for use by children under the age of 18. Internet Privacy Statement changes This Internet Privacy Statement is effective as of July 2018 and was last updated on July 25, 2018. This Internet Privacy Statement is not intended to and does not create any contractual or other legal rights with or on behalf of any party.

Policy changes

If we decide to make any material change to this application's privacy practices or terms of service, we will provide notice of those changes in this document and other places that we deem appropriate prior to the change becoming effective. This may include email notification where we have email on file and in-app notification. Humana wants you to be aware of what information is being collected, how the information is being used, and under what circumstances, if any, the information may be disclosed. Humana reserves the right to modify this Internet Privacy Statement at any time, so please review it frequently.

More information

This application is maintained by Humana, 500 West Main Street, Louisville, KY 40202. You can contact Humana at the following phone number or email address for additional information: 1-800-448-6262, FHIR@humana.com.