

# Information Privacy Notice

The privacy and security of your information is very important to us. You can be confident knowing your personal information is secured and kept private, protecting you against potential identity theft and fraud, and is not sold to 3<sup>rd</sup> parties. THIS NOTICE ALSO DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

## Information We Collect

In the normal course of our business, we may obtain various types of information about you. The most common way we obtain your information is during enrollment and the billing process. This information typically includes your name, address, contact information, billing information, and other personal or financial information. We call all this information "Customer Data". We also may collect healthcare information as part of our service, or "Medical Data".

## How We Use and Share This Information

We sometimes will use your Customer Data to contact you about enrollment, billing, or other business matters related to your policy. We collect essential Medical Data for business matters related to your potential placement with insurance only. We do not sell, rent, or share your information to or with any third party not affiliated with us. We can, however, share and use this information as required by law, by legal processes, by exigent circumstances, or to legally protect ourselves. We may also use this information to communicate with you about any changes to your policy.

## Customer Information Security

Because we care about your privacy, we make every reasonable effort to comply with this notice and to protect your information regardless of the form of storage or transmission. This includes the implementation of administrative, physical, and technical safeguards. All employees, agents, or representatives who act on our behalf are contractually obligated to keep all information deserving legal protection confidential and private. We continue to safeguard your information after you no longer do business with or close your account with us.

## Website User Data

Our custom client websites use "cookies". A cookie is a piece of data stored by the browser on a site visitor's computer to help us improve the user experience. For example, certain preferences are stored in this manner. Cookies also enable us to track and target the interests of our users to enhance the experience on our site. Our usage of cookies is in no way linked to any personally identifiable information.

## Your Individual Rights Regarding Medical Data

You have the right to request restrictions on the use of your protected health information, though we may not be required by law to agree to that requested restriction. You have the right to inspect and copy your protected health information and the right to amend your protected health information. You have the right to receive an accounting of any disclosures we must make of protected health information. And, you have the right to obtain a paper copy of this notice upon request. You have the right to complain of any perceived violation of these rights, to us (of course) or to the proper governmental authorities.

## Changes

We reserve the right to make changes to this policy at any time without notice and we will make reasonable efforts to notify you, the Customer, before any policy change takes effect. Any change will be noted here in this Notice on our website.

**Contacting Us**

If you have a question concerning personal information we may have collected about you, would like information on how to access your medical information, or have a question related to this Information Privacy Notice, contact us.

LTC Solutions, Inc.

17415 NE 95<sup>th</sup> Street, Ste 200

Redmond, WA 98052

(877) 286-2852

[LTCiBenefitsTeam@ltc-solutions.com](mailto:LTCiBenefitsTeam@ltc-solutions.com)

Effective Date of this Privacy Notice: March 1, 2018