

**TERMS OF USE**

Please read the following items. They describe the terms of use governing Mass General Brigham Health Plan websites as well as important information concerning privacy, security, and links to other sites. This information may be updated as we continue to expand the capabilities of our websites. Mass General Brigham Health Plan may also make changes to the products described within the website.

When you access Mass General Brigham Health Plan web sites, conduct any transaction or access information on our sites, you agree to accept the terms of use set forth below.

**Disclaimer**

Mass General Brigham Health Plan makes this site available to provide general information for educational purposes about our products and services, health-related issues, and sources for additional information. The health information on this site and the interactive responses provided in secured sections of this site should be used for educational purposes only. They are not intended as medical, health care, or other professional advice. Your primary care physician or other health care provider should be your source of your medical advice, diagnosis, and treatment. In a medical emergency, call 911 or go to the nearest emergency room.

Mass General Brigham Health Plan supplies all information posted on this web site. While we try to maintain only current and accurate information on our website, we disclaim any implied warranty or representation about its accuracy, relevance, timeliness, completeness, or appropriateness for a particular purpose. As the recipient of this information, you assume full responsibility for using the information on this website, and you understand and agree that Mass General Brigham Health Plan is neither responsible nor liable for any claim, loss, or damage resulting from its use.

Mass General Brigham Health Plan may change information on this website without notice. Any questions about the information on this site should be directed to Mass General Brigham Health Plan Customer Service.

**Privacy Policy**

Mass General Brigham Health Plan strives to protect the privacy of each member's Protected Health Information ("PHI") and other personally identifiable information. We use and disclose such information only according to our strict confidentiality policies and in accordance with applicable federal and state laws designed to protect a member's privacy. Our Member Privacy Practices explain how we use information about our members and under what circumstances we may disclose that information.

**Information you provide to us**

We collect information you provide to us, for example, when you create or modify your account, register to use our website, purchase services from us, request information from us, contact customer support, or otherwise communicate with us.

This information may include:

- Name
- Mailing, billing, and email addresses
- Telephone numbers
- Date of birth
- Employer
- Credit card number (solely for payment purposes)
- Insurance carrier and subscriber information
- Medical history, medical records, and other health-related information, including
- Images

Any information collected through the website is not stored on the website but will go to back-office systems in the same manner that information from paper forms, submissions, and phone calls to customer care are currently handled. At no time will Mass General Brigham Health Plan sell, rent, loan, trade, or lease any information collected on our website. However, please note that we may need to use this information within the Mass General Brigham Health Plan family of affiliate companies or with a third-party vendor to perform administrative, technical, or other functions that help us provide service to you. We seek to hold third-party vendors to the same privacy practices and protections as Mass General Brigham Health Plan.

#### **Information we collect through the use of our site**

In the normal course of visiting the Mass General Brigham Health Plan website, viewing pages, or downloading information, we gather and store certain information about your visit. We use this information to help us make the site more useful to visitors -- to learn about the number of visitors to our site and the types of technology our visitors use. Unless it is specifically stated otherwise, no additional information will be collected about you.

When you visit Mass General Brigham Health Plan web sites, some basic information about visitors' computers is automatically collected, including:

- IP address (the computer's unique signature)
- Operating system (e.g., Windows Vista)
- Browser software (e.g., Microsoft Internet Explorer, Firefox)
- Your Internet Service Provider (e.g., Comcast, Verizon)
- Geographic location (e.g., Somerville, Mass.)

This information does not personally identify you, nor is it shared with anyone outside of Mass General Brigham Health Plan. It is never sold.

#### **Cookies**

"Cookies" are small pieces of information that some websites store on your computer's hard drive and mobile device when you visit them. When you visit the website again, the cookie allows the site to recognize your browser. Like many other websites, this site uses aggregate data compiled by cookies to provide us with information about traffic to our site. This data may include unique identifiers and user preferences that allow us to track user trends. Collecting this information does not allow us to personally identify you. Cookies cannot be accessed or "read" by any website other than the Mass General Brigham Health Plan website.

Mass General Brigham Health Plan includes Mass General Brigham Health Plan, Inc, and Mass General Brigham Health Insurance Company

Most web browsers automatically accept cookies, but you can set your browser to refuse them or to alert you when they are being sent. You may modify your web browsers to reject cookies from our site if you wish. However, some website features or services may not function properly without cookies.

### **Email**

The Mass General Brigham Health Plan website provides you with the opportunity to voluntarily submit forms to request additional information about Mass General Brigham Health Plan. If you do so by email, and not through a password-protected section of our website, Mass General Brigham Health Plan cannot guarantee the confidentiality or security of the information that you send.

Email sent over the Internet is not secure and should not be used to communicate confidential or health information directly to Mass General Brigham Health Plan. Please be aware that Mass General Brigham Health Plan cannot guarantee the confidentiality or security of any medical or other personally identifiable information you send to us over the Internet when using email. Mass General Brigham Health Plan shall not be liable for any breach of confidentiality resulting from such use of email via the Internet. Mass General Brigham Health Plan will not use email to communicate confidential or health information unless the email is secured in accordance with the Mass General Brigham Health Plan Corporate Email Policy.

### **No information from children under age 13**

If you are under the age of 13, please do not attempt to register with us at [MassGeneralBrighamHealthPlan.org](http://MassGeneralBrighamHealthPlan.org) or provide any personal information about yourself to us. If we learn that we have collected personal information from a child under the age of 13, we will promptly delete that information. If you believe we have collected personal information from a child under the age of 13, please contact us.

### **Security and confidentiality of your information**

Mass General Brigham Health Plan will not release PHI or other personally identifiable information to another party unless required to do so by government authorities, legal processes, or otherwise required by law.

Secured sections of the site may contain PHI or other personally identifiable information. To access these sections, users will set up a secure login and password, so they can safely perform certain online transactions. Implementing this security requires Mass General Brigham Health Plan to link a visitor back to his or her identity. To do so, we must gather identifiable information about users including information about the user's computer and information related to the user, such as pages visited and information that was submitted or changed.

To protect against unauthorized access to the PHI, or other personally identifiable information that is accessible in the password-protected sections of our site, Mass General Brigham Health Plan has adopted stringent security standards. Data transmitted between your browser and the password-protected sections of this site are protected by 128-bit encryption. The information that we collect from users through the password-protected sections of the site is confidential and is available only to authorized users.

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It is protected from unauthorized access through multiple layers of security controls and monitoring. We use industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your personal information. However, since the Internet is not a 100% secure environment, we cannot guarantee, ensure, or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your login information.

### **Sharing with third parties**

We may provide information to third party service providers that help us operate and manage our website, process services requests, and deliver services that you purchase through the website. We may also provide information to affiliated individuals and organizations providing professional medical services that you access through the website. These service providers will have access to your personal information in order to provide these services, but when this occurs we implement reasonable contractual and technical protections to limit their use of that information to helping us provide the service.

Mass General Brigham Health Plan allows third parties to place cookies on our site for advertising purposes. This Online Privacy Statement does not cover the collection methods or use of the information collected by these vendors. These vendors have their own privacy policies and may be members of the Network Advertising Initiative ("NAI"). To remove yourself from some or all NAI member advertising programs, please visit the NAI Opt-Out Page and follow the relevant instructions. Please note that if you delete, block, or otherwise restrict cookies, or if you use a different computer or Internet browser, you may need to renew your opt-out choice.

In addition to the sharing described elsewhere in this Policy, we will share personal information with companies, organizations or individuals outside of Mass General Brigham Health Plan and its affiliates when we have your consent to do so. By using our website, you consent to the collection, use, and sharing of this information as described in this Policy.

### **Linked sites**

The Mass General Brigham Health Plan website contains links to other websites that might be useful to you. However, we cannot be responsible for and do not endorse the privacy practices or the content of its linked websites. Mass General Brigham Health Plan urges you to review the privacy policies of any websites you visit once you leave our website.

Mass General Brigham Health Plan does not endorse the products or any of the views expressed in these other sites, nor does Mass General Brigham Health Plan warrant the accuracy of any of the information in these other sites.

### **Legal proceedings**

We will share personal information with third-party companies, organizations, or individuals outside of Mass General Brigham Health Plan and its affiliates if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, subpoena, legal process, or enforceable
- governmental request
- Enforce applicable Terms of Use, including investigation of potential violations
- Detect, prevent, or otherwise address fraud, security, or technical issues

- Protect against harm to the rights, property, or safety of Mass General Brigham Health Plan,
- our website, our users, customers or the public as required or permitted by law

**Transfer in the event of sale or change of control**

If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our business or the website to a third party, such as by merger, acquisition, bankruptcy proceeding, or otherwise, we may transfer or sell your personal information to the new owner. In such a case, unless permitted otherwise by applicable law, your information would remain subject to the promises made in the applicable Website Privacy Policy unless you agree differently.

If you use our website and provide us with information, you understand and agree that your information may be transferred to and stored on servers located outside your resident jurisdiction and, to the extent you are a resident of a country other than the United States, that you consent to the transfer of such data to the United States for processing by us in accordance with this Privacy Policy.

**Limitation of liability**

In no event shall Mass General Brigham Health Plan or its suppliers or vendors be liable for any direct, indirect, special, punitive, incidental, exemplary, or consequential damages, or any damages whatsoever resulting from any loss of use, loss of profits, litigation, or any other pecuniary loss, whether based on breach of contract, tort (including negligence), product liability, or otherwise, arising out of or in any way connected with this website or the provision of or failure to make available any such products, goods, or services, even if advised of the possibility of such damages.

**Copyright/Use limitations**

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