

Health Network Solutions Privacy Policy

Effective Date: 04/10/17

Health Network Solutions, Inc. (HNS) understands that you care about privacy, so we are committed to helping you understand your privacy rights and how we use information about our site visitors. This Policy describes the types of personal information we collect, how we may use that information, and how we protect it. We also tell you how to update your information or how to contact us with questions about our privacy practices. This Policy applies only to this website (www.HealthNetworkSolutions.net) and the online activities described herein.

Information We Collect and How We Use It

When you use certain features of our website, we may ask you to provide information that could identify you as an individual. Examples of personal information we may collect include:

- Your HNSConnect® or Secure HNS Portal account user IDs and passwords;
- Your email address if you contact us via the email links provided within the website; and
- Information that you submit via email related to potential employment with HNS, such as your resume, professional references, educational information, employment and salary history, and work experience.
- HNS utilizes email as its primary method of communicating important information to contracted physicians. For this reason, HNS requires all physicians to register an email address with HNS, and to promptly update the address in *HNSConnect*® if the address changes.
- Emails from HNS may include protected health information (PHI) or other confidential information, and such emails are intended solely for contracted physicians and/or their duly authorized representatives. By registering an email address with HNS, you hereby acknowledge and confirm that only persons authorized by you to receive PHI or other confidential information intended for you will have access to the information sent to that email address by HNS, and you accept sole responsibility for the sharing of information with such authorized recipients. By logging in to *HNSConnect*® you expressly authorize HNS to use your email as indicated in this agreement.

We may use the information we obtain about you for a variety of purposes, including:

- Providing information or services you requested, such as creating your HNSConnect® or Secure HNS Portal account;
- Communicating with you about our products, services, and events;
- Processing and fulfilling transactions, such as claims processing;
- Providing customer support;
- Gathering feedback about our products and services;
- Managing your participation in our programs;

- Operating, evaluating, enhancing, and improving our business, products, services, communications, and similar activities;
- Protecting against and preventing fraud, physical and financial loss, unauthorized transactions, claims, and other liabilities, and managing risk, including identifying unauthorized users or other security issues;
- Complying with applicable legal requirements, industry standards, and our policies, or enforcing compliance with those requirements; and
- In the case of resume and job application submissions sent to the email link on our career page, evaluating job candidates and making hiring and other personnel decisions.

We also may combine information we collect about you with other information we receive from additional sources. You may choose not to provide us with all of the information we request. In some cases, choosing not to provide information may prevent you from taking full advantage of our site's features.

Automated Collection and Use of Information

We receive or collect some information automatically when you visit our site or engage with other online content we provide. For example, we receive the IP address of the computer or other device you use to access our sites, which may reveal your general geographic location. We collect or receive other information using technology features such as:

Cookies. A cookie is a file saved to your computer or device that may be used to recognize our users when they return to our website, collect usage information, remember user's preferences, and provide customized versions of our site. We use this information to evaluate our web traffic, improve our website and services, enhance our communications, and understand the effectiveness of our website. For more information on your choices regarding cookies, see the Your Choices section below.

IP Addresses. We may use the IP address of the computer or other device you used to access our website in order to administer our website. We use this information to understand patterns of activity on our website and collect broad demographic information, in order to improve its features, and to customize our presentation of content to our users.

How We Share Your Information

We may share personal information with trusted parties, such as service providers who assist us in our business and who are only permitted to use your information in ways we have authorized or to comply with legal requirements. We also may share your information:

- With our subsidiaries and affiliates;
- With trusted business partners, such as companies we partner with for joint projects;
- When reasonably requested or required by law enforcement authorities or other government officials;
- When required by law or in response to legal process;
- When we believe disclosure is appropriate to prevent physical harm or financial loss;

- When reasonably necessary to an investigation of suspected or actual illegal activity; and
- In the event we sell or transfer all or a portion of our business or assets.

Your Choices

We may offer you certain choices about the information we collect, how we use and share information. To help protect your privacy, when you exercise these choices we may take reasonable steps to verify your identity.

You have the following specific opt-out choice:

- *Cookies.* Most browsers will tell you how to stop accepting new cookies, how to be notified when you receive a new cookie, and how to disable existing cookies. However, rejecting cookies may affect your user experience, and you may not be able to access or use certain features of our sites. In addition, disabling cookies may invalidate opt outs that rely on cookies, such as web analytics or targeted advertising opt outs.

While we will take all reasonable steps to honor your choices with respect to your personal information, you should be aware that it is not always possible to delete all of your information for technical reasons. For example, we may store personal information in long-term archives or backups or retain an identifier to honor your opt out choices. We will continue to send you service-related communications, and we may need to keep the information we have collected about you for record keeping, analysis, or other reasons, to the extent permitted by law.

California Residents

If you are a California resident, you may contact us to request information about circumstances in which we share certain personal information with third parties for their marketing purposes. To request information please contact us as indicated in the Contact Us section of this Policy.]

Information Security

The nature of our business requires us to collect and maintain certain personal information, and we understand that we have a responsibility to protect it. To do so, we maintain appropriate administrative, physical, and technical safeguards that are designed to safeguard your personal information from accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use. Your HNSConnect® and/or Secure HNS Portal accounts are protected by your log-in credentials, which you must keep secure and confidential.

We communicate our privacy and security guidelines and standards to HNS employees who access personal information for purposes described in this policy, and we enforce these requirements within the company. We also require that our service providers protect your personal information and use it only in the ways we have authorized.

Accessing and Correcting Your Information

HNS endeavors to maintain accurate information and provide you with options to update your information. You may request that we update your information by contacting us as described in the Contact Us section of this Policy.

Links to Other Sites

We may provide links to other websites for your convenience and information. Since these sites are not owned, controlled, or operated by HNS, we cannot control how information collected by these linked sites will be used, shared, or secured. If you visit linked sites, we strongly suggest that you review the privacy notices or policies posted at those sites. We are not responsible for the content of linked sites, your use of them, or the information practices of their operators.

Contact Us

You may ask a question, request that we update your information, or submit a complaint by contacting us toll-free at: (877) 426-2411.

Updates to Our Privacy Policy

As we modify our information collection or privacy practices, and as privacy laws evolve, it may be necessary to revise or update this Policy. We will always change the effective date on the Policy to reflect when it was last revised. We will continue to protect your personal information in accordance with applicable law and as described by our current Privacy Policy.