



Internet Privacy Policy

Oregon's Health CO-OP (“we,” “us” or “our”) respects the privacy of our members, providers and other visitors to our web site, www.ohcoop.org (the “Site”). You do not have to give us personal information in order to find information on the Site.

This policy describes the types of information we may collect from you or that you may provide when you visit our Site. Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, it is your choice to not use the Site. By accessing or using the Site, you agree to this Privacy Policy. This policy may change from time to time. Your continued use of the Site after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Information We Collect

We may collect different types of personal or other information when you visit the Site. You consent to our collection, transfer and storage of your information as described below.

1. Information Provided to Us

We collect and store any personal information you provide to us. Such personal information may include your name, birth date, gender, phone number, email and physical address, social security number, health information and other information. You can choose not to provide us with certain information, but this may limit your ability to take advantage of some services or features we offer.

2. Information We Collect from You

We may automatically collect and store various types of non-personal information whenever you interact with our services. Non-personal information we may collect includes, but is not limited to, information on our server logs from your browser including your IP address, cookie information, device hardware information, browser type and language, system type, whether you have enabling software to access certain features, referring website URLs, information about your purchases and other information about your interactions with us. This information helps us keep you logged in, remember your preferences, confirm delivery of email communications, and generally observe how people are using our services, but it cannot identify you unless you link it to your personal information.

3. Children's Privacy

We do not knowingly collect or solicit personal information from minors.

4. Collection Tools

We may automatically collect and store information through our services or information that is stored by your browser or access device during your use of our services. We may use a variety of methods to collect this information, including cookies, pixel tags, log files, web beacons or other methods (“Collection Tools”). We use Collection Tools to enhance your experience and make the Site more efficient. For example, we may track

the use of our services or keep users logged in and remember their preferences. We may use Collection Tools in emails or other communications with you to confirm delivery and to track communications or use of our services. If you prevent the use of these Collection Tools, you may not be able to use our services, and many features may not function properly.

Use of Your Information

Oregon's Health CO-OP protects personal information that you share with us. We do not disclose, give, sell, rent or trade email lists or personal information with other companies for marketing purposes.

The information we gather allows us to:

- enable you to use our services, features and other activities;
- enhance, customize and personalize your experiences and communications;
- operate, provide, improve and maintain our services, including analyzing user behavior; and
- communicate with you about account information and other administrative or member service issues.

Information We Share

You consent to our sharing of information for the purposes described below.

1. Affiliates

We may share your information with our companies and affiliates.

2. Service Providers and Contractors

We may share your information with our service providers or contractors to conduct business on our behalf. For example, they may handle maintaining servers, sending email, analyzing data, providing marketing assistance, processing credit card payments, bank electronic fund transfers and billing, providing customer service information analysis and data management, providing validation services and administering other services and features.

3. Business Transfers

If Oregon's Health CO-OP goes through a business transaction (such as a reorganization, corporate restructuring, merger, or acquisition), member information, including both personal and non-personal information, will be one of the assets that is transferred or acquired. You acknowledge that such transfers may occur, and that any party who acquires our assets or succeeds to our business may continue to use your information as set forth in this Privacy Policy.

4. By Law or to Protect Rights

We may disclose information when we believe that disclosure is necessary to comply with the law, to enforce or apply this Privacy Policy and other agreements, or to protect the rights, property or safety of Oregon's Health CO-OP, our employees, affiliates, users or others, and defend ourselves against third-party claims. We may also disclose information upon governmental request or in response to a court order.

5. With Your Consent

We may share information when you provide us with your consent to do so. This may occur either when you affirmatively consent to a request or you consent as provided in this Privacy Policy.

How We Protect Information

We use a variety of security measures to protect your information, including encryption and authentication tools. Only those who need the personal information to perform a specific job are granted access to your personal information, and they take security precautions consistent with this Privacy Policy.

Regardless of these efforts, we cannot 100% guarantee the security or confidentiality of the information you provide to us.

You acknowledge that you provide your personal information at your own risk. Information could be intercepted before it reaches us, and there is a risk that our security measures may not be sufficient to prevent every conceivable threat to your information. We are not responsible for the unlawful actions of others or the illegal circumvention of any privacy settings or security measures. If we discover a security breach that compromises your personal information, we will inform you in accordance with applicable law.

Protect Your Information

You are responsible for maintaining the security of your account and password and restricting access to your computer or device, and you agree to accept responsibility for all activities that occur under your account or password. Please keep your password secure. Do not share your password with anyone else.

Access to Information

To modify or delete your personal information, please adjust your account settings. We may keep your old personal information and content in our backup files and archives until it is deleted through our data storage procedures.

Your Personal Health Information

In some circumstances, Oregon's Health CO-OP's use of your information will also be subject to the requirements of the Health Insurance Portability and Accountability Act ("HIPAA"). In these circumstances, the terms of Oregon's Health CO-OP's HIPAA Notice of Privacy Practices will apply.

Communications and Notifications

We may use email, phone or other contact methods to (1) request information regarding your account; (2) disseminate passwords; and (3) provide you with information at your request. You consent to receive any such communications. To unsubscribe from certain communications, please change your communication settings or follow the instructions in the email or other communication you receive. There are some essential, administrative communications for which you cannot opt out. Regardless of the settings you select, we may still send you service-related communications. All changes may take a few days to become effective. For example, if you have unsubscribed from any of our communications, you may still receive communications already in production due to production schedules.

Links to Other Web Sites

The Site contains links to other web sites. Please understand that Oregon's Health CO-OP is not responsible for the privacy practices of other web sites. This Privacy Policy applies solely to information collected on www.ohcoop.org.

If you have questions or concerns about our Internet privacy statement, please contact our Compliance Officer at 503-388-5885 or 1-855-722-8207.