

## Internet Privacy Statement

Humana Veterans Healthcare Services, Inc. (Humana Veterans) is a subsidiary of Humana Military Healthcare Services, Inc. This Internet privacy statement applies only to information on <http://www.humana-veterans.com>.

### **Humana Veterans has agreed to notify you of:**

1. What personally identifiable information of yours or third party personal identification is collected from you through the website
2. The organization collecting the information
3. How the information is used
4. With whom the information may be shared
5. What choices are available to you regarding collection, use and distribution of the information.
6. The kind of security procedures that are in place to protect the loss, misuse or alteration of information under Humana Veterans control
7. How you can correct any inaccuracies in the information.

If you have questions or concerns regarding this statement, you should first contact the Humana Military Privacy Office, 500 West Main Street, Louisville, KY 40202 by postal mail or [hmhsprivacyoffice@humana.com](mailto:hmhsprivacyoffice@humana.com) by email.

### **Commitment to Confidentiality**

At Humana Veterans Healthcare Services, Inc. (Humana Veterans), we are committed to maintaining the highest level of confidentiality regarding all of the information we receive from our policy owners, including the information obtained from this Web site.

This Privacy Statement will assure you that the information you share with Humana Veterans is kept confidential and fully secure. Humana Veterans may change this Privacy Statement at any time by prominently posting revisions to our Web site although, you will be notified of any modifications in the use of Personally Identifiable Information via email, mail or phone depending on circumstances.

### **Linkage**

As you navigate through our web site, you will find links to other sites. Inclusion of these links does not imply endorsement by our web site, or by Humana Veterans. You are encouraged to look for and review the privacy policies of any site visited since links found located outside the secured section of our site are provided for convenience purposes only.

### **Personal Identifiable Information**

Personally Identifiable Information is described as data that is unique to an individual, such as a name, address, telephone number, social security number, date of birth (DOB), e-mail, health or medical history, etc. De-identified data is not considered PII.

### **PII Collected On Our Site**

A "user" can be placed into one of four categories on our web site, therefore, PII collection is dependent on which category the user is placed into. The categories include 1) DOD, 2) Provider, 3) Beneficiary and 4) Business Partner.

At times, we may request personal information from you through our sites in order to deliver requested materials to you, respond to your questions, or deliver a product or service. Members, physicians, and government partners have the ability to register in a secured area of our Web site in order for us to deliver such products or services. Additional information collected by these sites may include organization names, addresses, group numbers and



tax identification numbers. The purpose of the registration is to validate members, providers and government partners requesting access to our secured area. The registration also enables us to tailor the information sent to you. Contact forms are used only to deliver requested materials and respond to your questions.

### **To Opt In and Opt Out**

Users are automatically in an “opt-out” status unless they choose to “opt in” by providing the information requested on the website and requesting a password. Once user’s have chosen to “opt-in” the only way they can “opt-out” is by deactivating the account.

Humana Veterans will not use any form of spy ware on its web site(s).

Personally Identifiable Information provided to Humana Veterans may be subject to disclosure to judicial or other government subpoenas, warrants or orders.

### **Internal Security Procedures**

Security measures within our site are in place to protect against the loss, misuse and/or unauthorized alteration of all information voluntarily supplied by using encryption technology, including Secure Sockets Layer (SSL). This technology encrypts (encoded) information as it passes from your browser to our servers.

Only authorized persons who have a need to know and are Humana Veterans associates with appropriate security clearance are permitted to access your personal information. They must abide by security, privacy and confidentiality agreements. However, the nature of the Internet prevents us from guaranteeing the confidentiality of information we receive through the site or via e-mail.

### **Email**

By providing an email address, you are indicating that publications can be sent to your email address. You are not required at any time to submit your email address for the purpose of receiving recurring informational/promotional emails from Humana Veterans and/or third parties.

Humana Veterans may use e-mail to communicate with you from time to time. However, these e-mail communications will never include your confidential Personal Health Information. Humana Veterans also strongly suggests that you never include any confidential information should you ever attempt to contact us via e-mail. In the event you do attempt to send us a question, comment and/or job inquiry; we will share your correspondence with our Customer Service representatives and those employees or agents most capable of addressing your questions and concerns. Ultimately, we will either discard your communication or, in some cases, archive it. Your email address will not be retained for secondary purposes.

### **Modifications**

This Internet Privacy Statement is effective as of August 2007 and was last updated in August 2007. Humana Veterans may change this Privacy Statement at any time by prominently posting revisions to our Web site although, you will be notified of any modifications in the use of Personally Identifiable Information via email, mail or phone depending on circumstances. Future changes will be effective and binding as of posting of the notice; unless a different effective date is specified.

### **Copyright**

Copyright and other laws protect all information, content and all other materials offered through the web site. You may not copy or distribute any of these materials without prior written consent from Humana Veterans Healthcare Services. However, you may print a single copy of the information contained on this site so long as you use these materials for personal, non-commercial use only.

The Humana Veterans Web site is maintained by Humana Military, 500 West Main Street, Louisville, KY 40202.