

# Privacy Policy

## **Thank You for Visiting Oregon Care Partners Online.**

This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: the privacy practices set forth in this privacy policy are for this web site only. If you link to other web sites, please review the privacy policies posted at those sites.

We respect your privacy and want you to understand the ways in which we collect and use information provided online. This Internet Privacy Policy applies to [www.oregoncarepartners.com](http://www.oregoncarepartners.com) and other websites or mobile applications that link to this Policy (the “Online Services”). It does not apply to any non-Oregon Care Partners websites or mobile applications that you may access via the Online Services.

## **How We Collect Personal and Non-Personal Information Through the Online Services**

We collect two kinds of information through the Online Services: non-personal information and personal information.

The non-personal information we collect includes: the visitor’s browser type, device type, and operating system; area(s) of the Online Services visited; date and time of access; host or Internet service provider (ISP) information; and identification of the referring site (any site from which the visitor accessed the Online Services). We may collect browsing habits, user movement and activity during your use of the Online Services. For example, we may collect data regarding the links clicked or buttons accessed while using the Online Services. We use this information to track the total number of individuals using the Online Services and to guide our efforts to improve the Online Services.

We also collect personal information that can identify a visitor or user, including but not limited to name, address or other contact information, educational information, or information provided for training assistance services in the areas of Geriatric Medication Management, Alzheimer’s Disease and related Dementia, Public Safety personnel training on Alzheimer’s and related Dementias, only when you voluntarily provide it, and we use that information solely for purposes that are clearly identified on the Online Services.

In addition, certain of the Online Services may collect precise information about the location of your mobile device, but only with your express consent. Once you have consented to the collection of the precise location of your mobile device, you may adjust this consent by managing your location services preferences through the settings of your mobile device.

Oregon Care Partners does not seek or knowingly collect personal information from children under the age of 13.

Access to pages or services with content specific to Caregivers, APD and AAA staff, and members of the Public Safety Workforce is password-protected and requires registration. Personal information acquired through registration is kept confidential and will not be disclosed to third parties except as may be permitted or required by law. Depending upon your relationship with us, you may receive other privacy notices from us providing additional detail about our privacy practices.

### **How We Use Your Information**

We may use the information we collect through the Online Services for a number of purposes, including:

- to provide you with products, services, or information you request;
- to provide you with information about the Online Services or required notices;
- to deliver marketing communications or promotional materials that may be of interest to you;
- to improve the services we provide to you and the usefulness of the Online Services;
- to customize your experience when using the Online Services; and
- to prevent and detect fraud, infringement, and other potential misuse of the Online Services.

We also may anonymize, combine or aggregate any of the information we collect through the Online Services or elsewhere for any of these purposes or for analyzing usage statistics and trends.

### **Blogs and Other Interactive Features**

We may offer blogs, online forums or other interactive features on the Online Services that enable users to share information about our services or other issues of interest. You should be aware that any communications you submit or post to any such interactive features on the Online Services may be viewable by other participants or users. Therefore, you acknowledge and agree that you have no expectation of privacy or confidentiality in the content you submit for such interactive features, whether or not it contains personal information about you.

## **How We Collect, Use and Protect Social Security Numbers**

Oregon Care Partners may collect Social Security numbers (“SSNs”) in the course of our business. We strive to protect the confidentiality and security of SSNs in our possession, custody or control by (i) limiting access to SSNs and (ii) maintaining reasonable administrative, technical and physical safeguards to protect against the loss, misuse or unlawful disclosure of SSNs. We do not share SSNs for marketing purposes.

## **Cookie/Tracking Technology**

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

## **How We Use “Cookies”**

Oregon Care Partners may place electronic “cookies” in the browser files of your computer or mobile device when you access an Oregon Care Partners website. Cookies are pieces of information that an Oregon Care Partners website transfers to your computer or mobile device to enable our systems to recognize your browser and to tailor the information on our websites to your interests. For example, if you previously visited an Oregon Care Partners website and accessed your account information or inquired about particular services over the website, cookies enable us to present information tailored to your account and/or those particular interests the next time you visit the website. Moreover, Oregon Care Partners or our third party service providers or business partners may place cookies on your computer or mobile device that can be matched to other personal information we maintain about you to pre-populate certain online forms for your convenience. We also use cookies to analyze visitors’ use of our websites. This analysis helps us better understand which areas of our sites are most useful and popular so we can plan improvements and updates accordingly.

Many web browsers are automatically set to accept cookies. You may change your web browser settings to either reject cookies or notify you when a cookie is about to be placed on your computer or mobile device. Please note, however, that rejecting cookies while visiting any of our websites may result in certain parts of the website not operating as efficiently as if the cookies were allowed. For example, if you reject cookies from our websites, you may not be able to access a preferred location, view a customized default home page or pre-populated form, or easily access your recently visited links or pages.

We and our service providers may also use cookies or similar technologies to collect information about your browsing activities over time and across different websites following

your use of the Online Services. While, as described above, you may have the opportunity to control the use of cookies through your web browser, we do not currently respond to web browser “Do Not Track” signals or other mechanisms that provide a method to opt out of the collection of information across the networks of websites and online services in which we participate. If we do so in the future, we will describe how we do so in this Internet Privacy Policy. For more information about Do Not Track, please visit [www.allaboutdnt.org](http://www.allaboutdnt.org).

## **Distribution of Information**

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; (2) required by our contractual relationship with Oregon Department of Human Services or, (3) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (4) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

## **Commitment to Data Security**

Your personally identifiable information is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from this site allow you to opt out of further mailings.

## **Security of Internet Communications**

The Internet is not a secure medium. We employ administrative, technical and physical safeguards to protect personal information but cannot assume any responsibility for any harm, loss or damage you may experience from transmission of information by or to Oregon Care Partners over the Internet.

## **Privacy Contact Information**

If you have any questions, concerns, or comments about our privacy policy you may contact us using the information below:

By [e-mail: info@oregoncarepartners.com](mailto:info@oregoncarepartners.com)

By Phone: 1-800-930-6851

## **How to Access and Correct Your Information**

If you would like to access and correct personal information you have submitted to us through the Online Services, please log in to your account for the particular Online Service or send an e-

mail to the address below requesting to see your information. We will be happy to make corrections whenever possible but may not be able to provide information relating to investigations, claims, litigation and other matters.

Please address requests to: [info@oregoncarepartners.com](mailto:info@oregoncarepartners.com)

## **Consent**

By using the Online Services, you signify your consent to this Internet Privacy Policy. If you do not agree to this policy, please do not use the Online Services.

## **Changes to this Privacy Policy**

We reserve the right, at our discretion, to update, change, modify, add or remove portions of this policy from time to time. Your continued use of the Online Services following the posting of an updated Internet Privacy Policy constitutes your consent to the updated policy. You can always find out about any such changes, and access the most current version of this Internet Privacy Policy, by clicking on “Privacy Policy” on the homepage of any Oregon Care Partners website or accessing this policy through our mobile applications.

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