

Internet Privacy Statement

Relationships are built on trust. One of the most important elements of trust is respect for an individual's privacy. Humana, and our partner Humana*Listens*, value our relationship with you, and we take your personal privacy seriously.

We are committed to ensuring that users of this website understand this website's privacy practices. This Internet Privacy Statement will outline 1) what personal information may be collected, 2) how that personal information may be utilized, 3) who may have access to the personal information and 4) how the personal information is protected within the secure infrastructure of this website. This Internet Privacy Statement applies to this website, the services provided and the information collected.

Commitment to Confidentiality

Confidentiality is a top priority at Humana*Listens*. We are committed to maintaining the highest level of confidentiality with all of the information we receive from this website's users. This Internet Privacy Statement assures you that the information you share with Humana*Listens* is kept confidential and fully secure.

Collection and Use of Personal Information

Users of this website have the option to provide certain personal information. This personal information may be required in order to participate in activities on the site. By providing such information, you are agreeing that Humana*Listens* may store, process, and review such information, and we may use this personal information for the purpose for which it was collected.

We may collect certain personally identifiable information from our users at different places within this website. Our definition of personally identifiable information includes any information that may be used to specifically identify or contact you, such as your name, mail address, telephone number, cellular phone number, text message number, fax number, e-mail address, etc. Certain information may not be personally identifiable when standing alone (e.g., your age), but may become so when combined with other information (e.g., your age and address).

We will use the voluntarily provided contact information to notify website users about new surveys, newsletters, or other upcoming events or research opportunities including discussion forums, in-person interviews in your area, or other events. Website users who do not wish to receive such notifications via e-mail will be removed from the panel community, as this is our primary form of communication.

After completing the log in process, website users have the option to change their password, e-mail address and other contact information by emailing support@humanalistsens.com. If the website user forgets or misplaces their password, they can click on the Forgot Password link on the member login portal. They will then receive an email containing a link to reset their password.

We recognize that when website users choose to provide personal information, they trust that we will protect their privacy and will provide them with choices about how that information is to be shared. Humana, and Humana*Listens* will not sell, trade, rent or disclose the personal information that you provide unless you authorize us to do so or required to do so by law.

Humana Privacy Office

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There are instances in which Humana*Listens* may disclose website user's personal information to our agents, third-party partners, affiliates, and subsidiaries to enable them to perform functions on our behalf. These companies are only permitted to share, store and/or use personal information for contracted business purposes. You will not receive communication asking you to purchase or renew your insurance plan, purchase additional products or services, participate in a health or wellness program, get medical care or health screenings, or take other action regarding your insurance plan or coverage as a result of your participation in Humana*Listens*. However, you may still receive communications directly from Humana, your own agent or other service representatives that are not related to this website or activity here.

We may share your personal information when we believe that such action is necessary to: 1) fulfill an enforceable government request; 2) conform with the requirements of the law or legal process; 3) protect or defend our legal rights or property, this website, or other users; 4) protect your health and safety or the health and safety of this website's users or the general public, or 5) if Humana or Humana*Listens* is involved in a merger, acquisition, or sale of all or a portion of its assets, you may be contacted or a prominent notice will be posted on our website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

User Access and Choice

If your personal information has changed or you would like your access to this website terminated, you may opt out on the website, or email support@humanalistsens.com.

We will retain your personal information for as long as your account is active or as needed to provide you access to the website to participate in surveys or other activities. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Technology use on this website

Information about you and your use of this website is collected through the use of session and persistent cookies. Session cookies are small text files that are stored within your computer's memory. These files are used to facilitate your navigation throughout this website.

Persistent cookies are small computer files that are transferred to your computer's hard drive. These stored files are used in the generation of data that is fed to a contracted third party for website usage analysis. Reports created using this information will provide Humana*Listens* with a better understanding of the use of this website. If you have any questions about persistent cookies, please email support@humanalistsens.com

Humana*Listens* may work with third party service providers who may place third party persistent cookies, web beacons, or similar technologies on your computer as a visitor to our website to collect anonymous information

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about the use of our websites. This information allows these third party service providers to customize our content and advertising. We do not permit these companies to collect any personal information about you using these technologies.

If you do not want these service providers to collect your information, please visit the [Network Advertising Initiative \(NAI\)](#) website to "opt-out" of the behavioral advertising delivered by the NAI organization's member companies. [Click here](#) to execute the opt-out process.

If you who wish to prevent your data from being used by the Google Analytics function, you may opt-out of this function by accessing the [Google Analytics Opt-out](#) webpage and following the posted instructions.

Opting out from these services will have no effect on your use of this website in any way. Information stored within both session and persistent cookies are not tied to your Personally Identifiable Information.

If you are concerned about the storage and use of cookies, you may be able to direct your Internet browser to notify you and seek approval whenever a cookie is being sent to your hard drive. You may also delete a cookie manually from your hard drive through your Internet browser or other programs. You can also set your browser to refuse all cookies. Please note, however, that some parts of this website may not function properly or be available to you if you refuse to accept a cookie or choose to disable the acceptance of cookies.

This website does not respond to web browser "do not track" signals.

This website may use Local Storage Objects (LSOs) such as HTML5 or Flash. In addition, third parties with whom we have partnered may provide certain features on this website using LSOs. Various browsers may offer their own management tools for removing or managing LSOs. [Click here](#) to manage FLASH LSOs

To gauge the effectiveness of this website, we may collect non-personal information about our website users. This information may include, among other things, your: IP address, browser type, internet service provider (ISP), domain names, referring/exit pages, operating system, date/time stamp, and clickstream data. We may use this information, which does not identify individual users, to analyze trends, to administer the website, to track users' movements around the site and to gather demographic information about our user base as a whole. We do not link this automatically collected data to personal information.

Our mobile application may collect additional information such as Device type, Device OS version, Device name, API method, etc. We may use this information to administer the application and to analyze application trends. Geo-location data includes zip code entered by the user for use within the Provider/Pharmacy search function.

Internal security procedures

Information that you share on the website is kept strictly confidential and fully secure. Your encrypted (encoded) information is protected using "Secure Socket Layers (SSL)" as it passes between your browser and this website.

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We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

No method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. Only authorized persons are permitted to access your personal information. All authorized persons must abide by security, privacy, and confidentiality agreements.

E-mail

If you send questions or comments to an e-mail address listed within this website or via a contact form located within this website, we will share your correspondence with an associate most capable of addressing your questions and concerns. We will retain your communications until we have done our very best to provide you with a complete and satisfactory response. Ultimately, we will either discard your communication or, in some cases, archive it. We will not keep your e-mail address for secondary purposes. All information and correspondence you share with us will be handled in the strictest confidence.

We may agree that e-mail has become a standard communication tool used by many different parties. Unfortunately by design standard Internet e-mail is not secure. For that reason, please do not use unsecured e-mail to communicate information to us that you may consider to be confidential. Once you successfully log in, you may be able to use this feature to communicate confidential or private information to Humana*Listens*.

Chat

A chat feature may be available within the secured area of this website. All information exchanged during a chat session will be handled in the strictest confidence.

California privacy law

Residents of the State of California, under certain provisions of the California Civil Code, have the right to request from companies conducting business in California a list of all third-parties to which the company has disclosed certain personally identifiable information as defined under California law during the preceding year for third-party direct marketing purposes. You are limited to one request per calendar year. In your request, please attest to the fact that you are a California resident and provide a current California address for our response. You may request the information in writing by contacting the Humana Privacy Office, PO Box 1438, Louisville, KY 40202.

Children's privacy

This website is not intended for use by children under the age of 18.

Internet Privacy Statement changes

This Internet Privacy Statement is effective as of May 18, 2015 and was last updated on May 18, 2015. This Internet Privacy Statement is not intended to and does not create any contractual or other legal rights with or on behalf of any party.

If we decide to make material changes to this website's privacy practices, we will post those changes to this Internet Privacy Statement, the home page, and other places that we deem appropriate prior to the change becoming effective. We want you to be aware of what information is being collected, how the information is being used, and under what circumstances, if any, the information may be disclosed. Humana*Listens* reserves the right to modify this Internet Privacy Statement at any time, so please review it frequently.

More information

This website is maintained by Humana Inc., 500 West Main Street, Louisville, KY 40202. Questions concerning this website can be addressed to Humana*Listens* by emailing support@humanalistsens.com.