

## **Privacy Statement, Terms and Disclaimers**

Thank you for visiting Sendero's Web site.

We want to assure you that when you visit our Web site, Sendero is committed to protecting your confidential information. We will not collect any personal information about you unless you provide that information to us voluntarily. If you do provide us with personal information, we will not sell, license or transmit that information outside of Sendero, unless you authorize us to do so or we are required or permitted to do so by law. In addition, we may disclose information to companies that we have contracted with in order to assist us in administering or providing services for our health benefit plan. If we disclose confidential personal information, it will be in compliance with applicable laws and regulations, and we will require the recipient to protect the information and use it only for the intended purpose.

### **Personally Identifiable Information**

Personally identifiable information means data that is unique to an individual, such as:

- Name,
- Address,
- Telephone number,
- Social Security Number,
- Member or Provider ID number or
- Date of birth

From time to time, we may request personal information, including personally identifiable information, from you through our Web site. We request this information in order to deliver materials to you or to respond to your questions. Members and Providers in Sendero's network have the ability to register in a secured area. This registration allows us to tailor the materials we send to you.

### **E-mail Correspondence**

You may email us with any question or comment you have concerning Sendero. Sendero handles all e-mail correspondence with personal information confidentially. Once we receive your e-mail, we will assign it to the most appropriate person capable of handling your question. We will not share your e-mail with anyone who is not involved in answering your question.

Please note that e-mail correspondence on the Internet may pass through public and private networks and may be accessed and viewed by other Internet users, without your knowledge or permission. For this reason, we recommend that you do not send us any confidential information via e-mail. We are not responsible for the security or confidentiality of information that you send to us through the Internet using email communications. If you wish to send us confidential information, we ask that you either call our Member Services Department at 1-888-643-3251 or mail us the information at: Sendero Health Plans, Inc., P. O. Box 3869, Corpus Christ, TX 78463.

## **Aggregate Information; Use of Internet Cookies**

In order to keep improving our Web site, we collect certain information in aggregate from the users of our Web site. This information does not identify you personally, but allows us to determine the total number of people visiting our site and what pages they are most often visiting. Using this information, Sendero can determine which pages receive the most Internet traffic, and that helps us make our site as user-friendly as possible.

We also collect information on our Web site through the use of "cookies." A cookie is a small element of data that we can transfer to your computer's hard drive that tells us if you are a repeat user, what pages best serve you, and allows you easier access when you return to our site. The cookie does not track any personal information about you, such as name, address or telephone number. Most computer browsers allow you to accept or reject cookies when a site is about to deposit a cookie file.

## **Internal Security Procedures**

Sendero is committed to making sure that the information you share with us is confidential and secure. We protect your information using Secure Socket Layer of SSL a standard technology for establishing an encrypted link between the web server and clients, this allows only authorized personnel to access the information securely. Additionally, we strive to continuously evaluate and enhance the security technology we use on an ongoing basis. All authorized personnel must abide by Sendero's security and confidentiality policies.

## **Links to Other Web Sites**

Our Web site may contain links to other Web sites not owned or controlled by Sendero. These links are provided as a courtesy to our Web site visitors. Sendero cannot be responsible for the content or privacy practices of other Web sites. We encourage you to review the privacy policy of other Web sites.

## **Updates to Privacy Statement**

We may change the contents of this statement from time to time due to changes in state or federal law or changes that Sendero may implement to ensure greater confidentiality and security. Please review this Privacy Statement frequently to keep informed of any changes. This Privacy Statement is not intended to and does not create any contractual or other legal rights with or on behalf of any party.