

Privacy Policy

Last modified: January 4, 2022

Introduction

South Florida Community Care Network d/b/a Community Care Plan (“**Company**”, “**Us**”, “**Our**” or “**We**”) respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide to us and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect on this Website or via the following mediums (“**Mediums**”):

- In email, text, and other electronic messages between you and this Website.
- When communicating with us via phone, text message, online chats, e-mails, web forms, social media and other methods of communication.
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by Company or any third party; or
- Any third party.

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, your choice is not to use our Website or the Mediums. By accessing or using this Website or the Mediums, you agree to this privacy policy. This policy may change from time to time (see Changes to our Privacy Policy). Your continued use of this Website or the Mediums after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Children Under the Age of 13

Our Website and Mediums are not intended for children under 13 years of age. No one under age 13 may provide any personal information on the Website or Mediums. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information via the Mediums, on this Website or through any of its features, or provide any information about yourself to us, including your name, address, telephone number, email

address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at CCP.Compliance@ccpcare.org.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Website and Mediums, including information:

- By which you may be personally identified or other identifier by which you may be identified or contacted online or offline (“**personal information**”);
- That is about you but individually does not identify you; and/or

We collect this information:

- Directly from you when you provide it to us.

Information You Provide to Us

The information we collect on or through our Website or Mediums may include:

- Information that you provide by filling out forms on our Website or Mediums. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Website or Mediums.
- Records and copies of your correspondence (including email addresses) if you contact us.

Information We Collect Through Automatic Data Collection Technologies

We use third-party automatic data collection technologies to help us analyze how visitors use the Website. As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). These technologies use cookies to collect information about the number of visitors to the Website, the webpage that referred visitors to the Website, and the pages that visitors view within the Website. The cookies remain on your computer after you close your browser; this type of cookie is known as a

“persistent” cookie. If you do not want data to be collected from your device via cookies, most browsers have a setting that allows you to decline the use of cookies. Some features of the Website may not work properly if you decline the use of cookies.

The information we collect automatically is only statistical data and does not include personal information but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Speed up your searches.
- Recognize you when you return to our Website.
- Recommend related resources that may be of interest or benefit to you.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- **Flash Cookies.** Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- **Web Beacons.** Pages of the Website and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).
- **Log Files.** Log files record website activity on our services and enable us to gather statistics about our users’ browsing habits. These entries help us determine (among other things) how many and how often users have accessed or used our services, which pages they have visited and other similar data.
- **Marketing E-mail Communications.** We use pixel tags and cookies in marketing e-mail communications so that we can track your interaction with those messages, such as when you open the e-mail or click a URL link that is embedded within them. When recipients click on one of those URLs, they pass through a separate web server before arriving at the destination page on a company website.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To notify you about changes to our Website or Mediums or any events or services we offer or provide through it.
- To ensure Website and Mediums quality improvement.
- To fulfill any other purpose for which you provide it.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

If you do not want us to use your information in this way, you can opt-out by sending us an email with your request to CCP.Compliance@ccpcares.org. For more information, see Choices About How We Use and Disclose Your Information.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our parents, subsidiaries and affiliates.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our terms of use.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Community Care Plan, our members, or others.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can



manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

Accessing and Correcting Your Information

You may send us an email at CCP.Compliance@ccpcares.org to request access to, correct or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls and will be encrypted using SSL technology.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Website home page. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting our Website and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices or to register a complaint or concern, contact us at: CCP.Compliance@ccpcares.org