

PHI Medical Office Solutions

Patient Portal Privacy Policy

Our policy regarding the collection and use of your information via the PHI Medical Office Solutions Patient Portal (referred to as "PHI," "we," or "us") is set forth below. We are committed to disclosing its privacy and data security policies. This Privacy Policy (referred to as "Privacy Policy") notifies you (or the entity on whose behalf you are using this Service) (referred to as "you" or "your") what personal information we may collect, share, and use such information. This Privacy Policy is incorporated into the Terms of Use Agreement (referred to as "Terms of Use") posted to the applicable to the PHI website ("Site") and any Terms and Conditions (referred to as "Terms and Conditions") of PHI software provided at such Site ("Software") (collectively, the applicable "Site" and "Software" are referred to herein as "Services"). By visiting or using the Services, you agree to accept the practices described in this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not use the Services. Please note that some privacy rights and obligations may differ in certain locations based on local law, in which case PHI will comply with the local legal requirements.

Updates to Privacy Policy

We reserve the right to modify this Privacy Policy at any time. If we make revisions that change the way we collect, use, or share Personal Information, we will post those changes in this Privacy Policy. If we make material changes to our Privacy Policy, we may also notify you by other means prior to the changes taking effect, such as by posting a notice on our Site or sending you a notification. You should review this Privacy Policy on this page periodically to remain up to date on our most current policies and practices. PHI will note the effective date of the latest version of our Privacy Policy at the end of this Privacy Policy.

Disclosure of Information Practices

PHI uses information collected from users of the Services to personalize and improve your visit and experience at the Site and for other purposes set out below.

PHI collects "Personal Information" through a user's interactions with the Services, which is information that identifies an individual or relates to an identified individual. We may collect information you provide us if you access, sign up for or request certain services from the Services. We may collect your IP address, browser type and version, and other data about the equipment used to visit the Services, the patterns of searching and browsing that preceded access to the website, and the patterns of searching and browsing on the Services.

Personal Information includes any information you have provided in connection with your use of the Services. Personal Information is collected when you establish an account with PHI, or when you communicate with PHI about the Site. Sensitive "Personal Information" refers to Personal Information regarding more sensitive areas, including your government ID, certain medical or health information, financial information, gender, marriage status, race/ethnicity, or veteran or disability status.

Cookies

By using cookies, we may also collect and analyze the IP address used to connect your computer to the Internet; computer and connection information such as your browser type and version; operating system and platform; purchase history; confirmation when you open email that we send you; and the URLs which lead you to and around the website including the date and time. You can generally set your browser to

reject cookies or to notify you when you are sent a cookie. Software is also available from third parties which will allow you to visit the website without providing this information.

Personal Information Security

PHI has reasonable and appropriate safeguards in place to help protect the Personal Information PHI collects from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. Although PHI attempts to protect the Personal Information in our possession, no security system is perfect, and PHI cannot promise that your Personal Information will remain secure in all circumstances.

Data Integrity and Purpose Limitation

PHI limits the use of Personal Information to ways that are compatible and relevant to the purposes for which the Personal Information was collected or subsequently authorized or for which consent was obtained. PHI will take reasonable steps to ensure that Personal Information is reliable, accurate, complete, and current.

Information Received as a Business Associate

Upon your request or with your consent, your healthcare provider may share information about you, including your Personal Information, with PHI. PHI shall only use such information as a "business associate" of a "covered entity" in accordance with any instructions or restrictions provided to PHI by your healthcare provider. Regarding such information, PHI shall comply with the applicable provisions of Health Insurance Portability and Accountability Act and the regulations promulgated thereunder, and the Health Information Technology for Economic and Clinical Health Act and any regulations promulgated thereunder, to the extent such privacy laws are applicable to business associates.

Use of Information Collected By PHI

PHI uses the Personal Information collected to improve your experience with the Services, to provide services to you and to communicate with you about information that you request. PHI may also use Personal Information to help target specific offers to you and to help PHI develop and improve its Services. Additionally, PHI may use your Personal Information to respond to user service requests; administer user accounts; provide service to our clients, which may include healthcare providers; respond to your questions and concerns; communicate with users about our products, services, and related issues; administer fees and provide users with invoices or resolve billing issues; and conduct research and analysis.

Sharing Information with Third Parties

PHI will not rent, sell or otherwise disclose your Personal Information to unrelated third parties without your consent, except as stated in this Privacy Policy.

PHI may disclose Personal Information to its parent, subsidiary, affiliates, and other related companies without your consent.

PHI may disclose Personal Information to service providers for the purposes of operating our business, delivering, improving, and customizing our products or services, sending marketing and communications related to our business, payment processing, and for other legitimate purposes permitted by applicable law.

PHI may disclose Personal Information, including Sensitive Personal Information, to PHI's clients, which may include healthcare providers.

To the extent permitted by law, PHI will disclose Personal Information to government authorities or third parties pursuant to a legal request, subpoena, or other legal process. PHI may also use or disclose your Personal Information as permitted by law to perform charge verifications, apply or enforce the Service's Terms of Use or Terms and Conditions, or protect PHI's rights, interests, or property as well as those of PHI affiliates, customers, or Service users.

If PHI sells all or part of its business or makes a sale or transfer of assets or is otherwise involved in a merger or business transfer, you agree that PHI may transfer your Personal Information to a third party as part of that transaction.

Cross-Border Transfer of Personal Information

PHI may transfer your Personal Information to PHI's entity in the United States, to any PHI subsidiary or affiliate, or to third parties as described above with locations in various countries around the world. By using PHI's Services, or providing any Personal Information to PHI, where applicable law permits, you consent to the transfer, processing, and storage of such information outside of your country of residence where data protection standards may be different.

If you are visiting the Service outside the United States, please be aware that your information may be transferred to, stored or processed in the United States, where our servers are located and our central database is operated. The data protection and other laws of the United States and other countries may vary, but please be assured that we take steps to protect your privacy. By using the Service, you understand that your information may be transferred to our facilities and those third parties with whom we share it as described in this privacy policy.

Retention of Personal Information

PHI will retain your Personal Information as needed to fulfill the purposes for which it was collected. PHI will retain and use your Personal Information as necessary to comply with PHI's business requirements, legal obligations, as well as to resolve disputes, protect our assets, and enforce our agreements.

Aggregated De-Identified Information

PHI may provide aggregated information related to your Personal Information to some of PHI's business partners. This information is used in a collective manner and does not identify you individually in any way. In addition, as set forth in the Terms of Use and/or Terms and Conditions for the Services, PHI may, subject to the limitations set out in the Terms of Use or Terms and Conditions, use certain de-identified data.

Third Party Websites

The Site may contain certain links to third party websites. PHI is not responsible or liable for the privacy practices or content found on these websites. you should check the privacy notice and policies of each website you visit. Links to third party sites are provided solely for your convenience and any use or submission of data to such sites shall be at your sole risk.

PHI does not control and is not responsible for the privacy practices of, or the data available on, the websites of third parties. We encourage you to evaluate third party practices for yourself.

Right to Access and Correct Personal Information

PHI strives to make sure that our information is reliable, accurate, and up-to-date. While Personal Information is maintained by PHI, you may access the Personal Information that PHI has collected directly

from you to the extent required by law to review, update, and correct inaccuracies. Upon request made to the contact listed below under the section titled "Contact Information," PHI will provide you with reasonable access to the Personal Information we have collected from you. Because Personal information—for example, your email address—is required to use the Site, we retain certain Personal Information while your account is active.

You will have the opportunity to correct, transfer, update, modify, or delete this information by logging into your account and updating your Personal Information online or contacting PHI at the address listed below under the section titled "Contact Information." You may also limit the use and disclosure of your Personal Information by either unsubscribing from marketing communications or contacting PHI at the address listed below under the section titled "Contact Information." Please note that some information may remain in PHI's records even after you request deletion of your Personal Information, to the extent or required by applicable laws. Additionally, there may be limits to the amount of information PHI can practically provide. For example, we may limit access to Personal Information where the burden or expense of providing access would be disproportionate to the risks to an individual's privacy or where doing so would violate others' rights.

Regardless of the above, however, and except as required by applicable law, PHI does not provide you with access to patient records and will recommend that you directly contact your healthcare provider to obtain a copy of your patient records.

Contact Information

If you have any questions or concerns related to this Privacy Policy, please contact the PHI Chief Executive Officer at PHI Medical Office Solutions, 5405 Roberts St., Shawnee, KS 66226 or support@phisoftware.net.

Pursuant to applicable law, PHI may be required to send you notice of known or suspected security breaches that impact your Personal Information. If PHI must provide a notice of a security breach to you, we will send security breach notices to the contact information contained in your account information unless PHI is required by law to notify you using another method. Otherwise, if we need or are required to contact you concerning any event that involves information about you, we may do so by email, telephone, or mail.

Last Updated May 31, 2018