



Patient Portal Privacy Statement

As a user of this site, you take on certain risks and responsibilities. You also have the right to know how we protect your privacy and ensure your confidentiality and what you should expect from us. Southern Tier HealthLink, with services provided by Lawson, Inc., has created this site. Southern Tier HealthLink is responsible for the services offered on this site. Lawson, Inc. maintains the site on the behalf of Southern Tier HealthLink.

Your roles, responsibilities, and risks

- You need to be an informed user of this site. Please read all our policies in full so you know how our site works and how you interact with the site.
- You have the responsibility to keep your password confidential by not sharing it with anyone or making it easy for someone else to access this site, such as leaving your computer logged onto the site when you are done.
- If you suspect that someone has learned your password, you have a responsibility to reset your password.
- Pay special attention to your risks as a user. Web site users open themselves up to certain risks, such as data collection.
- Understand how we collect data and how it is used. It is our goal to protect your personal information from misuse. We do, however, offer programs that collect data for special reasons, such as research, scientific studies, and statistics, in which case you may be interested in participating.
- Be aware that use of this site, its services, programs, and the health information on it cannot replace nor is it intended to serve as a health care provider-patient relationship. You must always consult with a professional for diagnosis and treatment for specific health problems.

What you should expect from us

- We will strive to maintain your privacy, confidentiality, and security at all times.
- It is our goal to ensure your trust and confidence by providing you with as much information as we can about data collection procedures and information when needed.
- We will not use your data without your permission, unless for purposes of maintaining the site or for reviewing statistics on site use.
- We will notify you accordingly of all data collection practices.
- It is our intention to clearly inform you when your risks or privacy may change during the course of using this site.
- We will make every attempt to tell you when our privacy policy is no longer in effect and another one is, such as when you use an integrated program that is being operated on another web site with a different privacy policy.
- We strive to make you aware when you leave our site for another, either by telling you in writing or by another technical mechanism.
- We want you to know that this system operates on a secure server and your personal information and health-related personal information is encrypted before it is transmitted. Encryption is a form of scrambling and de-scrambling that ensures that no unauthorized person can see your information.
- We will separate health information content from advertising and sponsorship programs so you can distinguish between the two.



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- We will not accept or show you health information content, advertising, sponsored programs, or services that we know to contain false or misleading information or that promote ineffective or dangerous products.

Our Security Measures

We want your personal information to remain as secure as possible; our business depends on it. We use encryption practices to help insure the integrity and privacy of the personal information and/or health-related personal information you provide to us. As an added security precaution, all personal information and/or health-related personal information are kept on servers with firewalls that meet or exceed industry standards to prevent intruders from gaining access. Although we make every reasonable effort to protect personal information and health-related personal information from loss, misuse, or alteration by third parties, you should be aware that there is always some risk involved in transmitting information via the Internet and that hackers or thieves do find ways to thwart security systems.

Changes in our Privacy Policy

It is our goal to use personal information and health-related personal information in the manner described in the privacy policy that is in effect when your information is collected. We do, however, reserve the right to change the terms of this privacy policy at any time and will post revisions to our site. If at any point, personal information or health-related information is to be used differently from those practices stated in the privacy policy in effect when your data was collected, we will notify you. You will be given the choice to opt-in to any additional uses or disclosures of your personal information.

About the Information We Collect

We understand that the personal information and health-related personal information you provide during your visit to our site is highly sensitive and you may have concerns about sharing such information with us. It is our goal to protect your privacy and we have developed practices and policies to safeguard your personal and health-related personal information.

At different places on our site, you may be asked to volunteer your name, e-mail, address and telephone number. We refer to this type of information as "personal information" because it can be used to identify or contact you. When this information is combined with any information on your health or medical status, we refer to this information as "health-related personal information." We often collect information on site use that has nothing to do with you as an individual, only as an anonymous user of the site. We call this information "aggregate information." We intend to use the personal information, health-related personal information, and aggregate information only for the purposes for which it was provided.

Where this Information is Collected

We may collect information about you at several places throughout the site. You will be informed on how this information is collected at that time. You will also have the ability to opt-in



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to information collection when you enter the site or use a service, where applicable. Most information is collected in the following instances:

- **Registration**

In order to have access to all of the services and content available on our site, you are required to complete a registration form that requests certain information, such as name, telephone number, e-mail address, and the last 4 digits of your Social Security Number. This information is required to properly match your account request to your medical records.

- We may use your registration information to send you an e-mail confirming your registration with our site
- We may use your registration information (age) to determine whether you qualify for an account
- We may use registration information from our partner personal healthcare record sites (*myUHS*, Microsoft HealthVault™, etc.) to match your STHL patient portal account to your personal healthcare record account.

- **Interactive Services/Tools**

In the instance that we provide interactive tools on this site, we may ask you for personal information and health-related personal information. We will make every effort not use or disclose your personal health record to anyone without your express consent.

In some cases, you can permit your physician, pharmacist or other health care-related professional to have access to your personal health record.

- **Our Site Uses Cookies**

In addition to collecting information that you submit to us, we rely on per-session "cookies." A cookie is a numeric code that a web site transfers to your hard drive for record-keeping purposes. This site does not store any cookies on your hard drive; instead, a per-session cookie is used when you log in and is deleted when you log off. Every computer is assigned a different cookie, but our cookie does not contain or collect your name or other personal identifying information.

You cannot use this site with the per-session cookies disabled. Your browser software can be set to reject all cookies, including cookies from our site. Most browsers offer instructions on how to reset the browser to reject cookies in the Help section of the toolbar. If you accept our cookie, we will never link the cookie to personal information and/or health-related personal information you provide to us.

How We Use Your Personal Information

We try to seek new ways to maintain your trust as a user and improve our offerings. To provide new and better services, we tend to monitor user traffic patterns and try to analyze what our users like and do not like about our current offerings so we can design better services for you.



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We may also use certain information for testing purposes, site development and planning, and during the normal course of maintaining the site. When you use our site, you automatically allow us to collect this information. In these cases, researchers, business analysts, system designers, and others may have access to the data we collect.

We do not intend to use or disclose any personal information or health-related personal information you provide on our site to an unrelated third party without your express permission, except as explained in this section. You should know that there are circumstances when, in the ordinary course of business, we will share some information about you with a related third party.

- We may also share aggregate statistical information on our users, sales, traffic patterns and site usage with our business partners and sponsors. There is nothing in this information that could be used to identify or contact you.
- We may, from time to time, contract with vendors to provide specific services to this site such as data analysis, data storage, e-mail processing, customer service, sweepstakes or special promotions. We require vendors to adhere to our confidentiality standards and do not permit a vendor to use our customer information for any other purpose. In many of these instances, you will be given the opportunity to opt-in to this collection of information and can opt-out at any time.
- We may share registration data with business partners that maintain a co-branded service or content on this site, only with your affirmative consent. For more information on co-branded sites, read the information below on our relationships with third parties.
- In certain limited circumstances, we may be legally compelled to release your personal information in response to a court order, subpoena, search warrant, law or regulation. In the event that we are compelled to disclose personal information and/or health-related personal information to a third party, we will notify you unless doing so would violate the law or court order. We also reserve the right to cooperate with law enforcement authorities in investigating and prosecuting users that violate our rules or engage in behavior that is harmful (or illegal) to other users.

Our Relationship with Third Parties

We have business relationships with third-party vendors that deliver services and content. We require that all business partners disclose their confidentiality practices and procedures and agree to abide by our privacy policy. We make diligent efforts to ensure that third-party vendors are above board; however, we are separate organizations and as such we are not privy to the details of their operations and not responsible for their actions.

We work with several types of third-party vendors, including those that provide products and services that we integrate to our site, sponsors that provide us revenue through logo and link placement on our site, advertising companies that serve up advertisement programs for the site, and organizations that maintain this site. We request that third-party vendors supply us with information on their security procedures, and we evaluate them periodically to ensure that they are using data in the agreed upon way.



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There are three types of relationships that differ from our standard business partner relationship in which we license content or a product for integration. These exceptions are:

- **Sponsored or Co-branded Sites**

We allow other companies to make services and/or content available to you, sometimes on a sponsored or co-branded basis. To access the services on a sponsored or co-branded site, you may have to complete an online registration form in addition to the registration you completed for us. Whenever you provide registration information on sponsored or co-branded sites, data can be collected. You should read the individual privacy policies of sponsored or co-branded sites. Reading the policies will help you make an informed decision on whether or not you want to use the site.

- **External Links**

We feature external links to other web sites that we believe you might find useful; however, we do not endorse these sites. We are not responsible for the privacy practices of these external sites. We will make every effort to notify you when you are leaving our site and we encourage you to read the privacy policy of each site you visit that may collect information or ask you to disclose personal information and/or health-related personal information.

- **Advertising Servers**

We may have relationships with third-party advertising servers to display advertisements on our site. If you click on an advertisement while on our site you will be taken to another site where your risk and privacy change. These third party ad servers may use cookies to collect non-personal information on your preferences and interests via the advertisement you decide to view. We do not give them access to non-personal information that we might collect on our site unless they agree not to use that information in combination with information they already possess to identify our users. We do not intentionally share with third party ad servers any personal or health-related personal information that you share with us.

You should know that we might allow advertising to be coordinated with health information content on our site. This happens through linking up identification codes with an ad and a health topic. In no way is your use of this site and the health information you view directly connected with advertising.

Your Privacy Choices

To stop your participation in this site, you must contact Southern Tier HealthLink and any of the partner personal health care record sites (*myUHS*, Microsoft HealthVault™, etc.) that you use. When we receive your request, we will make every effort to remove your personal information and health-related personal information from our system.

You should be aware that it is not always technically possible to remove or delete the information you provide to us. We back-up our systems to protect information from inadvertent loss, and that means a copy of your personal information may exist in a non-erasable form that



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may be difficult or impossible for us to locate. We will not intentionally disclose any personal information stored in a non-erasable format after receiving your request for removal, except as required by law.

There are certain restrictions on your ability to correct, update or remove the health information you enter into a personal health record. If your doctor or other health care professional has access to your personal health record, and they add information to that record, your personal record could be considered an official medical record for legal purposes. In this case, information cannot be deleted or removed, only updated or annotated.