

**THIS NOTICE DESCRIBES HOW PERSONALLY IDENTIFIABLE INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.**

**What We Do:**

Here2There is an online resource and information hub operated by Cambridge Systematics (CS) that helps individuals plan trips and find suitable transportation options as well as identify available community resources such as health and social services, insurance, financial aid, debt and tax preparation counseling, housing, food, employment and job training, disaster relief and other service providers

**Information We Collect About You:**

To address your needs and connect you to appropriate providers in our network, CS may collect and keep a record of information about you. This information may include your name, telephone number, address, and email; information describing any mobility requirements you may have, such as need for wheelchair lift or door-to-door service; information related to eligibility for certain transportation services, including age, veteran status, and physical or cognitive disability; origin and destination addresses for any trips that you plan; and purpose for any trips that you plan, such as cancer treatment or grocery shopping. Some of the information we collect may be considered “protected information” under federal and/or state privacy laws. CS maintains information about its users, in a secure electronic database and takes generally accepted precautions to prevent third parties from accessing user information inappropriately. Any third party services we use are legally and/or contractually obligated to protect your information.

Certain types of information are collected automatically. Specifically, this information may include: your IP address; host name; pages you visit on our site; certain browser information, and; the referring URL. 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. The website uses “cookies” in some limited instances. You may disable cookies for our domain. The website may include links to other sites, including but not limited to social media (including Facebook, LinkedIn, and Twitter). We are not responsible for the privacy practices or content of such sites. Your interactions with these links, companies and features are governed by the privacy policy of the company providing it. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to the website.

**Where the Information Comes From:**

The only information about you that will be collected and stored in our system will be information that you directly provide via the Here2There website. This is considered as “self-reported” information. When you provide us with self-reported information, you give us permission to use the information in order to determine which transportation services will be most suitable in meeting your needs. . CS is committed to safeguarding your protected information from unlawful use and disclosure.

**CS’s RESPONSIBILITIES**

**Privacy of Information:**

Under California and Federal privacy laws we have a responsibility to maintain the privacy of “protected information.” We are required to provide you with this notice of our privacy practices, and follow the terms of the notice currently in effect. We must notify you when we become aware of unauthorized access, use or disclosure of your unsecured protected health and personally identifiable information.

**Changes to this notice:**

We reserve the right to change this notice at any time. We reserve the right to make the revised or changed notice effective for the protected information we already have about you as well as any protected information we receive about you in the future. When we make changes to this privacy notice, we will post the updated notice here and update the notice's effective date. **Your continued use of this service following the posting of changes constitutes your acceptance of such changes.**

**How to Obtain a Copy of this Notice:**

We will post a copy of the current notice on our web site at [www.Here2There.help](http://www.Here2There.help). You have a right to receive a paper copy of this Notice and a copy will be mailed to you upon written request to the email address listed below.

**HOW CS MAY USE AND DISCLOSE YOUR PROTECTED INFORMATION**

We may disclose protected information about you in accordance with the Privacy Laws, or as permitted by you or as permitted or required under state and federal laws. In some situations, we may disclose your information without your oral or written permission. The following list describes examples of different situations where we may use and disclose your information to individuals outside our organization.

***For more information on how we may use your health information visit:***  
**[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)**

***Legally Permissible Uses and Disclosures of Information About You:*****Helping You Plan Trips and Find Suitable Transportation Services**

When you use the Here2There website, you may be asked to provide us with contact information for yourself; information about the origins and destinations for trips that you wish to plan; information about any mobility needs that you may have; and information that may affect your eligibility for different transit services, such as age, veteran status, disability, and paratransit ID. If you provide this information, you give us permission to use that information to help identify transportation services that may meet your needs.

**For Business Operations:**

We may use and disclose your protected information for our business operations. For example, we may use protected information to review the quality of our services; to present the website and its contents to you; to provide you with information, products, or services that you request from us; to fulfill any other purpose for which you provide it; to notify you about changes to the website or any products or services we offer or provide though; to provide, support, personalize, and develop the website, products, and services; to create, maintain, customize, and secure your account with us; to provide you with support and to respond to your inquiries.

**Sharing with Third Parties:**

We may use or disclose your protected information to third parties such as our subcontractors and “business associates” when they perform services that may require the use of your protected information, such as hosting the servers on which the Here2There platform runs. Such third parties will be required to keep your protected information confidential.

**Reporting/Research:**

We may use information about trip requests that you have made in order to generate aggregate reporting on travel patterns in your region. Any such information, however, will be anonymized before use; that is, all of your personal information will be stripped, and any specific locations will be aggregated into larger transportation analysis zones.

**Disclosures Required by Law:**

We may use or disclose your protected information when required or permitted to do so by federal, state, or local law.

**Lawsuits and Other Legal Proceedings:**

We may disclose your protected information in the course of a judicial or administrative proceeding or in response to an order of a court or administrative tribunal, a subpoena, a discovery request, or other lawful process.

**YOUR RIGHTS REGARDING YOUR PROTECTED INFORMATION**

**The Right to Access Your Own Information:**

You have the right to inspect and copy your information for as long as we maintain it. All requests for access must be made in writing. We may charge you a nominal fee for each page copied and postage if applicable. You also have the right to ask for a summary of this information. If you request a summary, we may charge you a nominal fee for preparation of the summary and postage if applicable.

**Right to Request Restrictions:**

You have the right to request certain restrictions on our use or disclosure of your protected information. We are not required to agree to your request in most cases. But if we agree to the restriction, we will comply with your written request unless the information is needed to provide you emergency treatment or we are required to disclose the information by law. We reserve the right to terminate any previously agreed-to restrictions (other than a restriction we are required to agree to by law). We will inform you of the termination of the agreed-to restriction and such termination will only be effective with respect to protected information created after we inform you of the termination.

**Right to be Notified of a Breach:**

You have the right to be notified in the event that we (or one of our business associates) discovers a breach of your unsecured protected information. We may notify you in writing or by email or other electronic means.

**Right to Revoke Your Authorization:**

You may revoke your written authorization to use your information for trip planning at any time in writing by mailing your request to the address listed below. If you revoke your written

authorization , it will be effective for future uses and disclosures of your protected information. Once your authorization has been revoked, we will render your record inaccessible. However, the revocation will not be effective for information that we have used prior to receipt of your written revocation. After revocation, we will continue to store and use your information internally for our own business purposes, including auditing, accounting, training and quality improvement.

**Complaints:**

You may also file a complaint with us, or the Secretary of the U.S. Department of Health and Human Services if you feel that your rights have been violated. There will be no penalty or retaliation for you making a complaint.

**Right to Receive a Copy of this Notice:**

You may request a paper copy of this Notice at any time, even if you earlier agreed to receive this notice electronically. You may also access this Notice at [www.Here2There.Help](http://www.Here2There.Help)

**Requests:**

Please submit all requests, complaints or concerns in writing to us at:  
[privacy\\_tos@camsys.com](mailto:privacy_tos@camsys.com)