

**\*Health**Co Got a question? **1-800-000-0000** Select a language 🗸











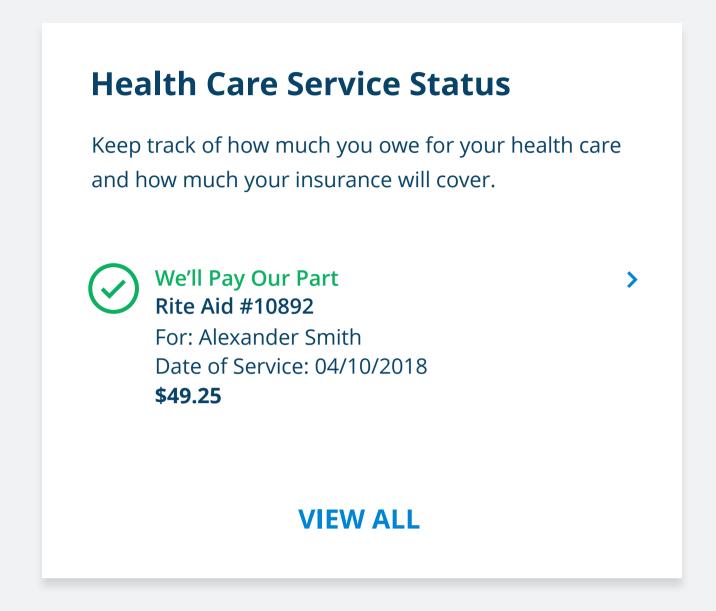




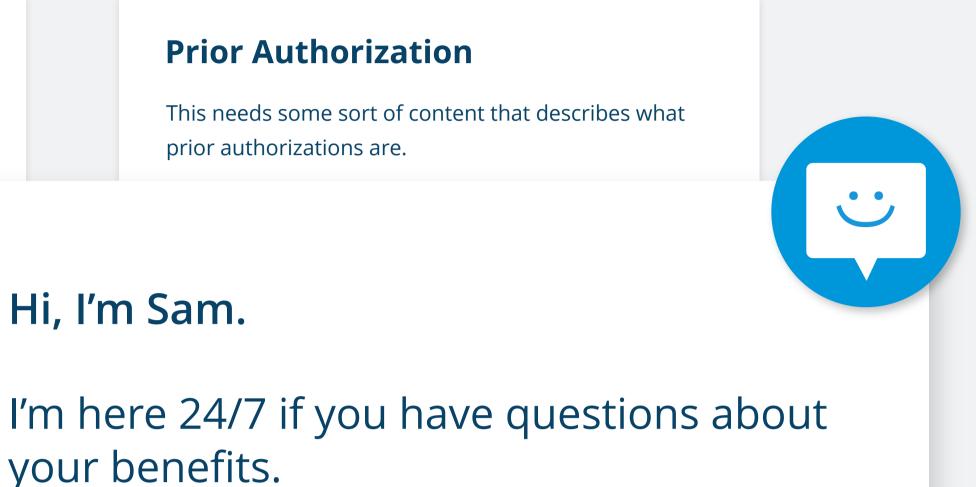
**LET'S CHAT** 

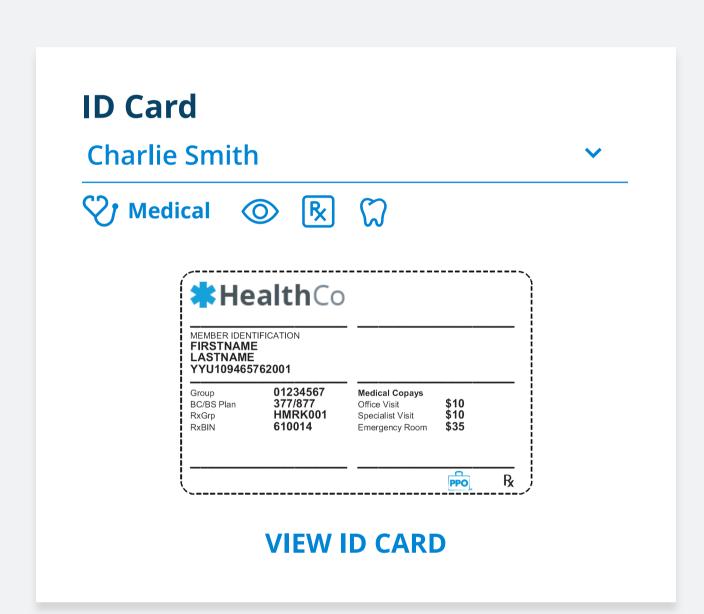
### Charlie Smith's 2020 HealthCo Platinum Patient EPO Plan

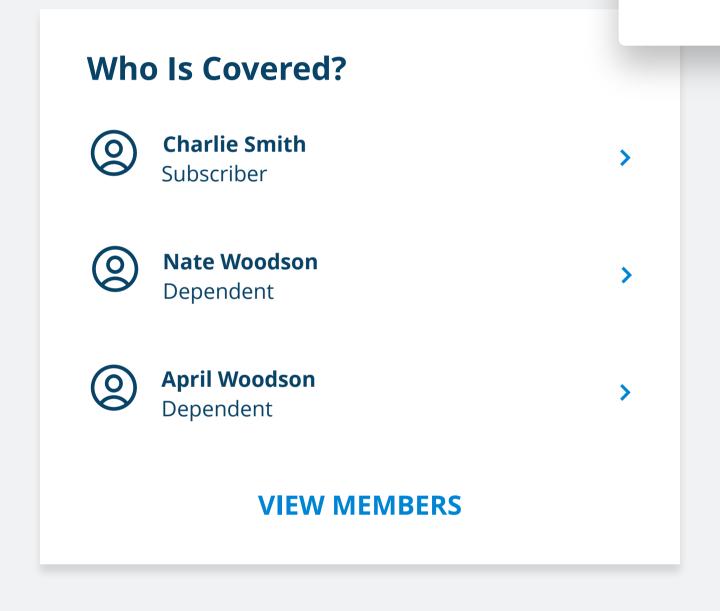
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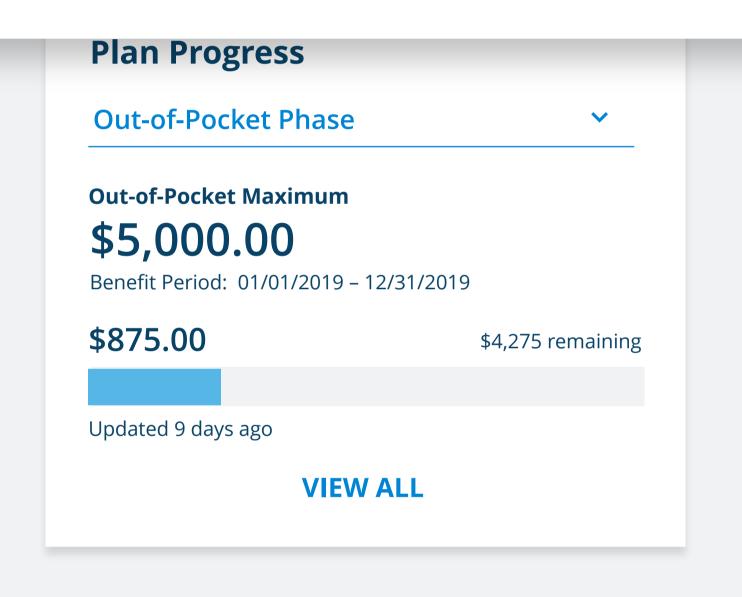


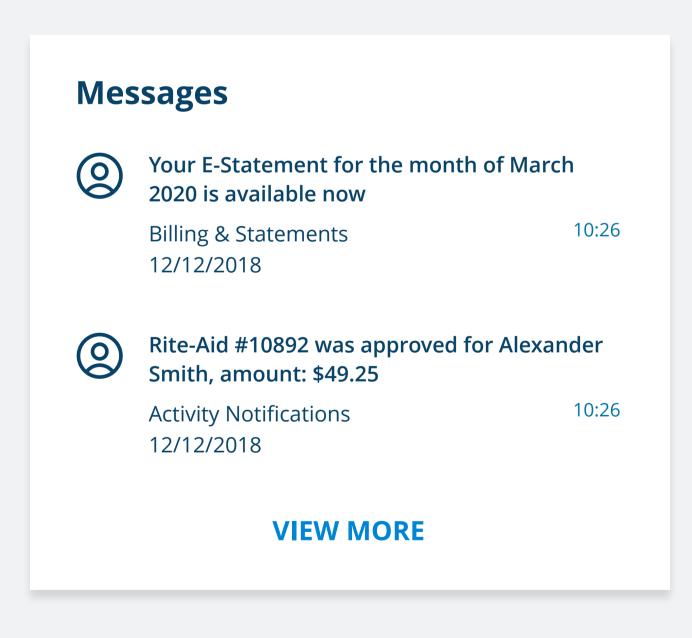


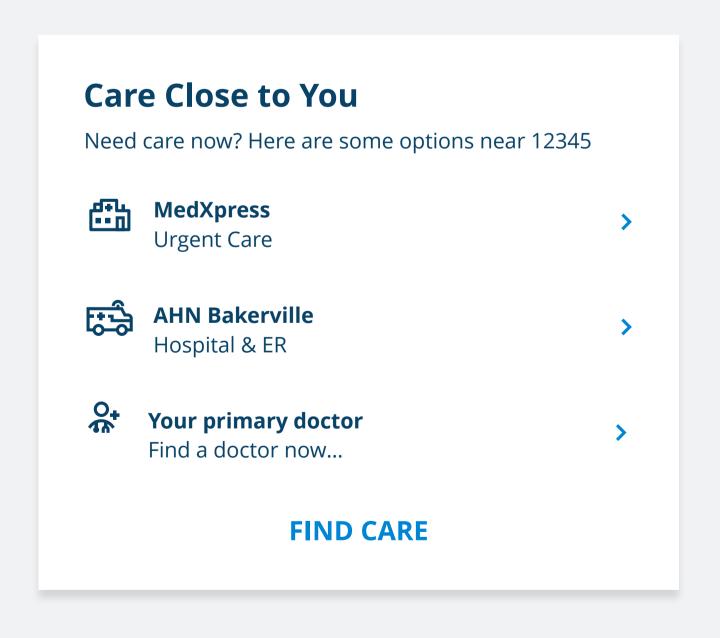












Find Care

Messages



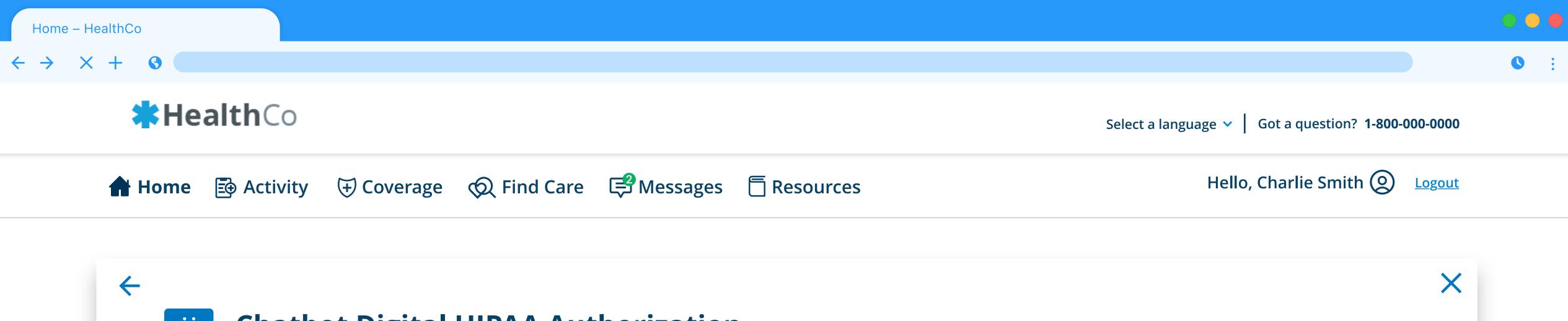
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Coverage

Legal

Got a Question?

Activity





#### Our digital program allows us to provide customized tools for you

HealthCo is partnering with Google to create a remarkable digital member experience. Our goal is to enhance your health-related journey, make your experience on our digital tools and channels more customized and applicable to your specific needs, and give you more convenient access to information about your healthcare plan. This collaborative effort (the "Program") involves HealthCo gathering, utilizing, and sharing appropriate customer information with Google to help design, implement, and manage innovative capabilities that enable our members to quickly access up-to-date plan information and other details through a cloud-hosted digital member website, mobile app, and an integrated conversational chatbot tool. The Chatbot allows users to ask questions on our member portal—for example, "Have I met my deductible this year?"—and to receive answers quickly and conveniently.

#### We collect information to offer a personalized experience

To offer a personalized experience, HealthCo already collects, uses, and discloses personal information across our digital tools and channels. This information can include, among other things, demographics such as your name and date of birth, contact information such as phone number, address, and email address, details about receipt of healthcare services such as dates of service and medical conditions and procedures, details about your insurance benefits such as policy number and claims, and information about your activities on our digital tools and channels such as internet protocol (IP) address, device identifier, and cookie ID (collectively, "Personal"

ID Card Who Is Covered? Plan Progress

Charlie Smith

Out-of-Pocket Phase

 $\leftarrow \rightarrow \times +$ 















Hello, Charlie Smith (2)

scribes what

Send

## **Charlie Sr**

**Account Number** 

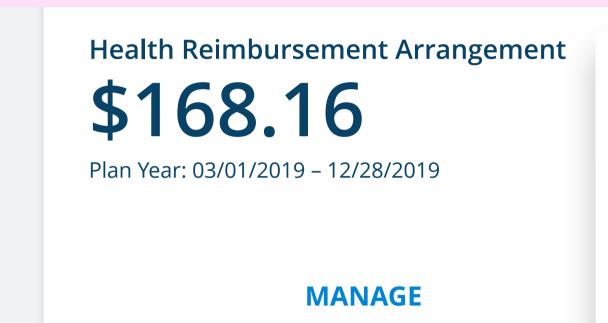
# **TASK COMPLETE:** RETURN TO QUALTRICS SURVEY TAB

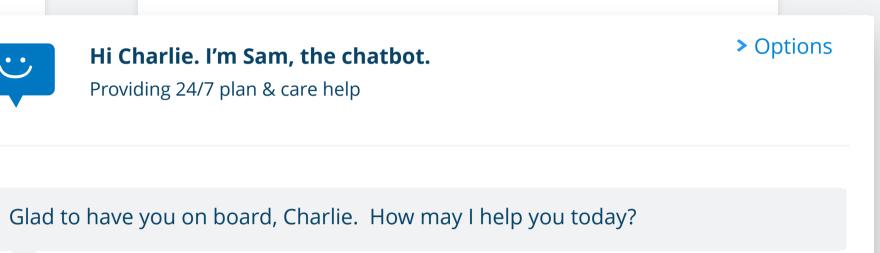
### **Health Ca**

Keep track of h and how much

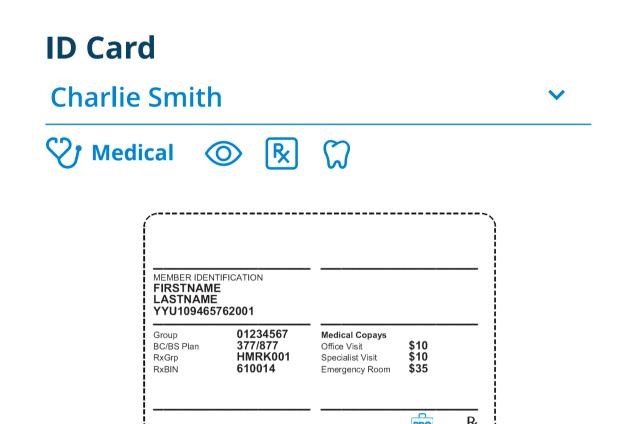
We'll Pay Our Part Rite Aid #10892 For: Alexander Smith Date of Service: 04/10/2018 \$49.25

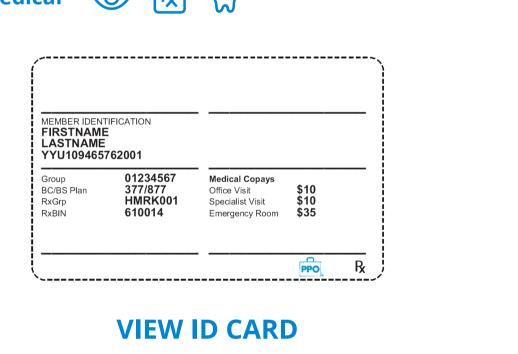
**VIEW ALL** 

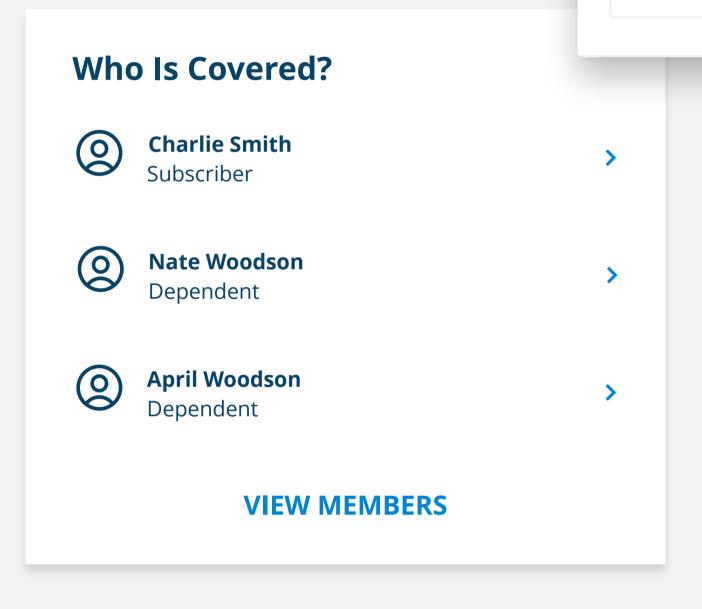


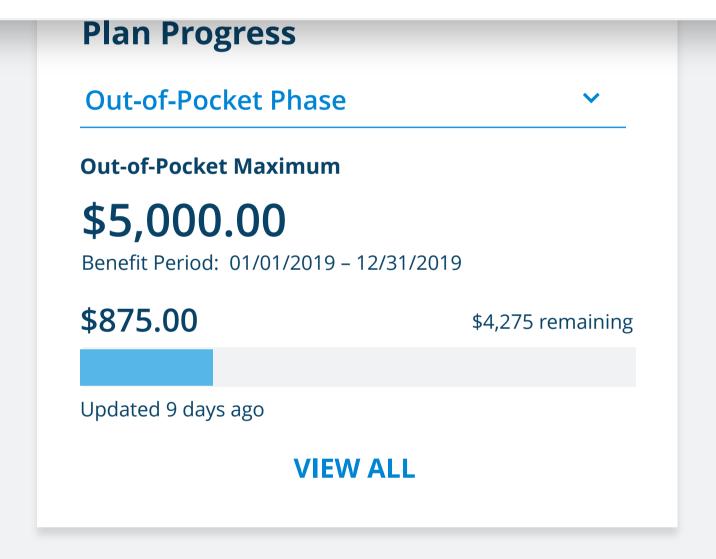


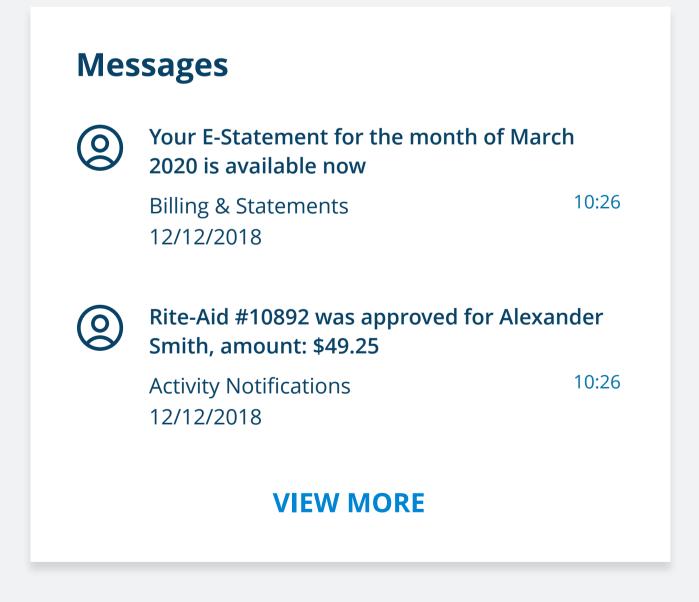
Type your question here...

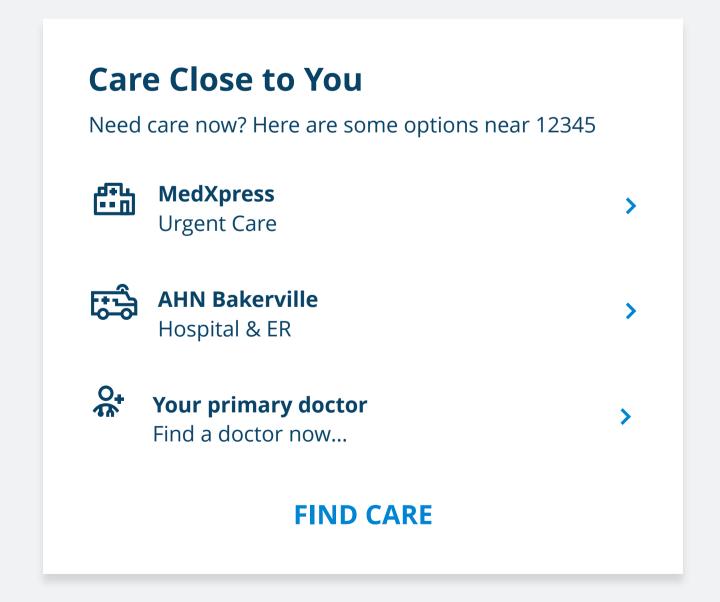














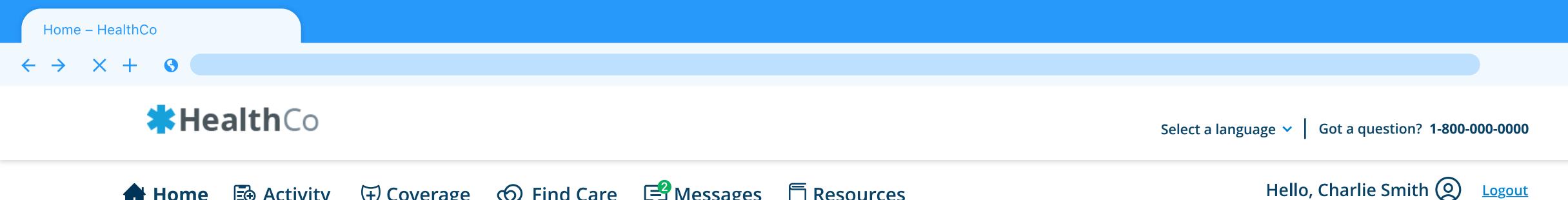
Activity Coverage Find Care

Messages

Legal

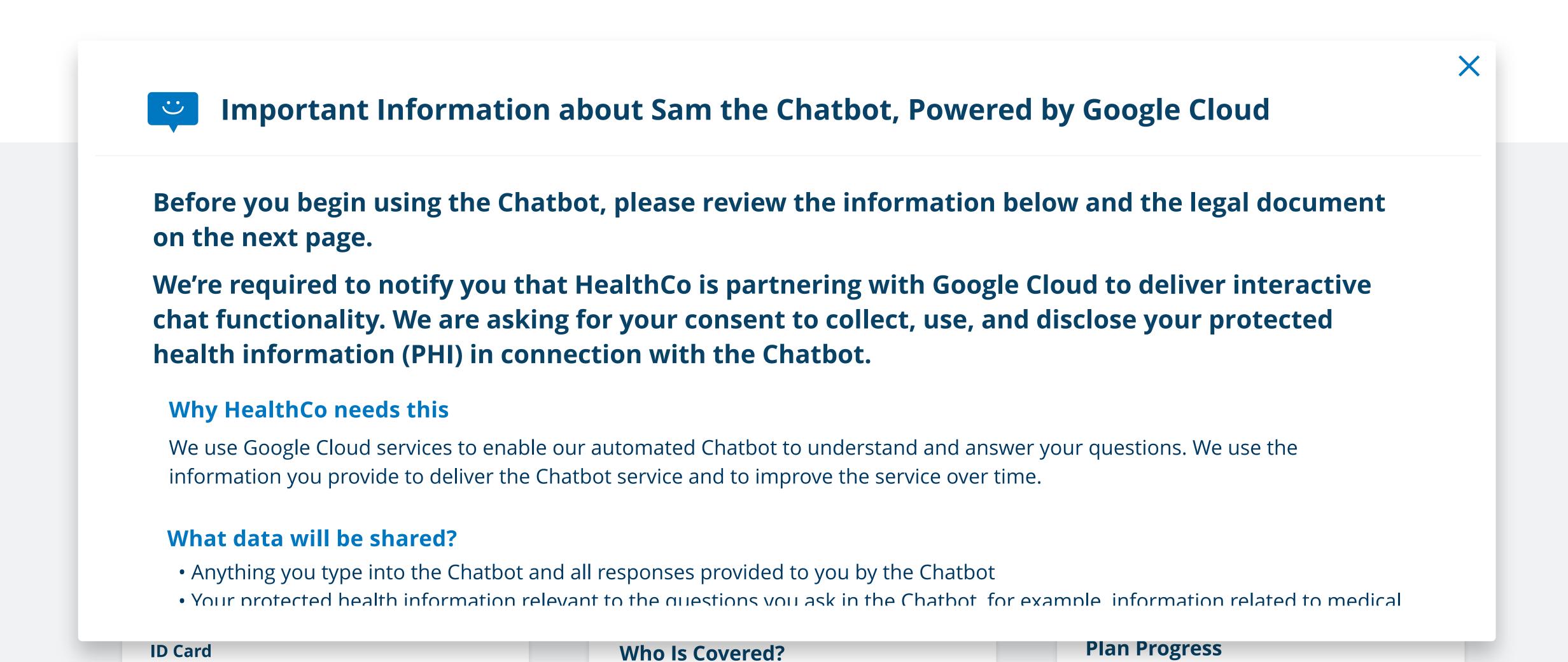
Got a Question?

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**★ Home** Activity ★ Coverage ♠ Find Care ★ Messages ☐ Resources

**Charlie Smith** 



Out of Pocket Phase





cloud.google.com/security/privacy



Google Cloud

Why Google

Solutions

Products Pricing Getting Started

Contact Us

Q

Docs Support

Language



#### Security

Overview

Infrastructure

Products

**Security Showcase** 

**Best Practices Center** 

Compliance

**Compliance Offerings** 

Compliance for Industries ∨

**Compliance Reports Manager** 

**GDPR Resource Center** 

Transparency

**Government Requests** 

**Data Protection & Compliance** 

Solutions

**Partners** 

# Privacy

At Google Cloud, we create trust through transparency. These Google Cloud Enterprise Privacy Commitments describe how we protect the privacy of Google Cloud Platform and Google Workspace customers.

# Your privacy is our priority

At Google, we know that privacy plays a critical role in earning and maintaining customer trust. That's why Google Cloud has developed industry-leading product capabilities that give youour customers—control over your data, and provide visibility into when and how your data is accessed.

We want to be clear about how we proactively protect your data and prioritize your privacy. We start from the fundamental premise that as a Google Cloud customer, you own your customer data. We implement stringent security measures to safeguard your customer data and provide you with tools and features to control it on your terms. We similarly secure any

#### Our Privacy Commitments

You control your data.

Customer data is your data, not Google's. We only process your data according to your agreement(s).

We never use your data for ads targeting.

We do not process your customer data or service data to create ads profiles or improve Google Ads products.