



Chatbot Digital HIPAA Authorization

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

Charlie Smith



Who Is Covered?

Plan Progress

Out-of-Pocket Phase





Important Information about Sam the Chatbot, Powered by Google Cloud



Before you begin using the Chatbot, please review the information below and the legal document on the next page.

We're required to notify you that HealthCo is partnering with Google Cloud to deliver interactive chat functionality. We are asking for your consent to collect, use, and disclose your protected health information (PHI) in connection with the Chatbot.

Why HealthCo needs this

We use Google Cloud services to enable our automated Chatbot to understand and answer your questions. We use the information you provide to deliver the Chatbot service and to improve the service over time.

What data will be shared?

- Anything you type into the Chatbot and all responses provided to you by the Chatbot
- Your protected health information relevant to the questions you ask in the Chatbot for example information related to medical

ID Card

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Security

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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 you—our 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

1. You control your data.

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

2. 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.