



Your Security, Privacy, Rights and Responsibilities

(Please refer to formfire.com for the most recent versions of these documents)

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FormFire Security and Privacy Promise for the Individual

At FormFire, we place the highest importance on respecting and protecting the privacy of our customers. Our most important asset is our relationship with you. We want you to feel comfortable and confident when using our Web site. Therefore, we would like to share with you the following principles that govern our information practices and other privacy aspects of our Web site. This Security and Privacy Promise applies to Formfire.com. Throughout this policy, we refer to information that personally identifies you as: "personal information."

We protect your information

We work to protect your personal information from loss, misuse or unauthorized alteration by using industry-recognized security safeguards. We use both internal and external resources to review our security procedures. Our employees are trained and required to safeguard your information.

We tell you how we use your information

When we ask you for information, we will tell you, — or it will be clear — what we need to know to fulfill your request together with how the information you provide to us will be used. For example, if you request a service from us, we will ask you for your name and contact information such as, mailing address, phone number, and e-mail address. We do not make your information available to anyone, including anyone at FormFire, for any marketing, or non-related purposes.

We do not sell or rent your personal information to anyone.

We tell you how we use Web technology

Like many Web sites, we use technology, such as cookies, that allow us to make your visit to our Web site easier by recognizing you when you return and help to provide you with a customized experience.

You can contact us

If you have privacy-related questions that are not addressed here, please contact or write us at:

FormFire, LLC
1100 Superior Ave., Suite 1650
Cleveland, Ohio 44114, USA
Email: privacy@formfire.com
Phone: (216) 357-7400

If we make material changes to any of our privacy policies or practices regarding personal information we will update our statement and post a notice on our website 30 days before they take effect.

Last Updated: 12/01/05

More about how we protect your information

We protect the confidentiality and security of your personal information by using industry-recognized security safeguards such as firewalls, coupled with carefully developed security procedures and Internet security providers to protect your information from loss, misuse or unauthorized alteration. Our employees are trained and required to safeguard your information and, using physical, electronic and procedural safeguards, we restrict access to personal information to those employees and agents for business purposes only. Additionally, we use internal and external resources to review the adequacy of our security procedures.

Although they may be difficult to identify, you may receive hoax e-mails (e.g.: "information" e-mails) that look authentic and appear to have been sent by a company you recognize. These e-mails ask you to provide or confirm your sensitive personal information by clicking on links. To entice you, they often claim an urgent or threatening condition concerning your account, or offer you a prize.

You should not reply or click on any links in the e-mail or provide any personal information without first verifying that the source of the e-mail is legitimate through some other existing communications channel that you already know.

FormFire does not solicit sensitive customer information via e-mail. If you do receive an e-mail message that appears to come from FormFire that requests such information, please forward it immediately to security@FormFire.com so that we can respond quickly to mitigate potential damage.

More about Web technologies

When we track activity on this or other FormFire web sites, we collect information such as your IP address, browser type and version, and pages you view. We also keep track of how you get to our sites and any links you click on to leave our sites. We do not track URLs that you type into your browser, nor do we track your use of the Internet once you leave our sites. We use your Web site activity to assist you by reducing the need to re-enter your data and to help us resolve technical support issues.

More about our relationships with third parties

Sometimes, we enter into contracts with third parties who assist us in servicing you. The contracts outline the appropriate use and handling of your information and prohibit third parties from using any of your personal information for purposes unrelated to the service for which they've been contracted. Vendors are required to maintain the confidentiality of the information we provide to them. We may disclose or report personal information in limited circumstances where we believe in good faith that disclosure is required under the law. For example, we may be required to disclose personal information to cooperate with regulators or law enforcement authorities, to comply with a legal process such as a court order, subpoena, search warrant, or a law enforcement request.

Should we sell, merge or transfer any part of our business, part of the sale may include the transfer of your personal information. If so, you will have the opportunity to ask not to receive promotional information following any change of control.

Other Areas

Data Transfer: We use industry recognized security safeguards during the transmission of this data

Electronic Archiving of Information: All relevant information will be stored in both data form and PDF form for a minimum of 1 calendar year. It is held in accordance with applicable laws in order to provide the medical application form filing services that have been requested. We do not use the content of your data or PDF files for any other purpose.

Customer Service and Technical Support: During the Customer Service and Technical Support Process, we can request certain contact information including your name, address, phone numbers and e-mail address. We use this personal information to contact you to answer your question or resolve your issue. We do not use this information for marketing purposes.

Internet Chat: We offer various Internet Chat services, for example, to contact a FormFire support representative or advisor. Our Internet Chat sessions are encrypted. A transcript of the session is generated and retained, and may be used to resolve your current and potential future questions.

Feedback Center: When using our Web site, you can ask us questions and share comments or suggestions with us. Your personal information will only be used in the event we need to respond to your question or comment. If you elect to participate, we may send you information about upcoming FormFire forums and related activities.

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Privacy and Your Health Information

Your Privacy Is Important to All of Us

Most of us feel that our health and medical information is private and should be protected, and we want to know who has this information. Now, Federal law

- ▶ Gives you rights over your health information
- ▶ Sets rules and limits on who can look at and receive your health information

Your Health Information Is Protected By Federal Law

Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other health care providers
- ▶ Health insurance companies, HMOs, most employer group health plans
- ▶ Certain government programs that pay for health care, such as Medicare and Medicaid

What information is protected?

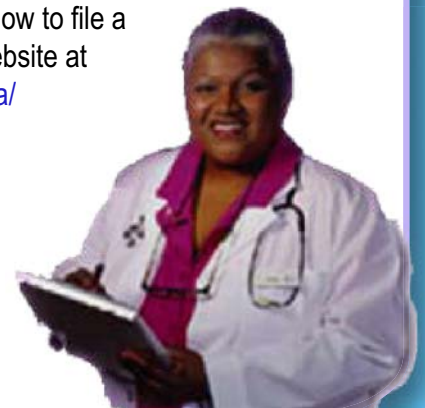
- ▶ Information your doctors, nurses, and other health care providers put in your medical record
- ▶ Conversations your doctor has about your care or treatment with nurses and others
- ▶ Information about you in your health insurer's computer system
- ▶ Billing information about you at your clinic
- ▶ Most other health information about you held by those who must follow this law

The Law Gives You Rights Over Your Health Information

Providers and health insurers who are required to follow this law must comply with your right to

- ▶ Ask to see and get a copy of your health records
- ▶ Have corrections added to your health information
- ▶ Receive a notice that tells you how your health information may be used and shared
- ▶ Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- ▶ Get a report on when and why your health information was shared for certain purposes
- ▶ If you believe your rights are being denied or your health information isn't being protected, you can
 - ▷ File a complaint with your provider or health insurer
 - ▷ File a complaint with the U.S. Government

You should get to know these important rights, which help you protect your health information. You can ask your provider or health insurer questions about your rights. You also can learn more about your rights, including how to file a complaint, from the website at www.hhs.gov/ocr/hipaa/ or by calling 1-866-627-7748; the phone call is free.



PRIVACY



For More Information

This is a brief summary of your rights and protections under the federal health information privacy law. You can learn more about health information privacy and your rights in a fact sheet called *"Your Health Information Privacy Rights"*. You can get this from the website at www.hhs.gov/ocr/hipaa/. You can also call 1-866-627-7748; the phone call is free.

Other privacy rights

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go to the website at www.samhsa.gov.

The Law Sets Rules and Limits on Who Can Look At and Receive Your Information

To make sure that your information is protected in a way that does not interfere with your health care, your information can be used and shared

- ▶ For your treatment and care coordination
- ▶ To pay doctors and hospitals for your health care and help run their businesses
- ▶ With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- ▶ To make sure doctors give good care and nursing homes are clean and safe
- ▶ To protect the public's health, such as by reporting when the flu is in your area
- ▶ To make required reports to the police, such as reporting gunshot wounds

Your health information cannot be used or shared without your written permission unless this law allows it. For example, without your authorization, your provider generally cannot

- ▶ Give your information to your employer
- ▶ Use or share your information for marketing or advertising purposes
- ▶ Share private notes about your mental health counseling sessions



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U.S. Department of
Health & Human
Services Office for
Civil Rights



The Law Protects the Privacy of Your Health Information

Providers and health insurers who are required to follow this law must keep your information private by

- ▶ Teaching the people who work for them how your information may and may not be used and shared
- ▶ Taking appropriate and reasonable steps to keep your health information secure

Your Health Information Privacy Rights



Privacy is important to all of us

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. You can exercise these rights, ask questions about them, and file a complaint if you think your rights are being denied or your health information isn't being protected.

Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other health care providers
- ▶ Health insurance companies, HMOs, most employer group health plans
- ▶ Certain government programs that pay for health care, such as Medicare and Medicaid

Providers and health insurers who are required to follow this law must comply with your right to ...

Ask to see and get a copy of your health records

You can ask to see and get a copy of your medical record and other health information. You may not be able to get all of your information in a few special cases. For example, if your doctor decides something in your file might endanger you or someone else, the doctor may not have to give this information to you.

- ▶ In most cases, your copies must be given to you within 30 days, but this can be extended for another 30 days if you are given a reason.
- ▶ You may have to pay for the cost of copying and mailing if you request copies and mailing.

Have corrections added to your health information

You can ask to change any wrong information in your file or add information to your file if it is incomplete. For example, if you and your hospital agree that your file has the wrong result for a test, the hospital must change it. Even if the hospital believes the test result is correct, you still have the right to have your disagreement noted in your file.

- ▶ In most cases the file should be changed within 60 days, but the hospital can take an extra 30 days if you are given a reason.

Receive a notice that tells you how your health information is used and shared

You can learn how your health information is used and shared by your provider or health insurer. They must give you a notice that tells you how they may use and share your health information and how you can exercise your rights. In most cases, you should get this notice on your first visit to a provider or in the mail from your health insurer, and you can ask for a copy at any time.

Decide whether to give your permission before your information can be used or shared for certain purposes

In general, your health information cannot be given to your employer, used or shared for things like sales calls or advertising, or used or shared for many other purposes unless you give your permission by signing an authorization form. This authorization form must tell you who will get your information and what your information will be used for.



Your Health Information Privacy Rights



Privacy is important to all of us

Other privacy rights

You may have other health information rights under your state's laws. When these laws affect how your health information can be used or shared, that should be made clear in the notice you receive.

For more information

This is a brief summary of your rights and protections under the federal health information privacy law. You can ask your provider or health insurer questions about how your health information is used or shared and about your rights. You also can learn more, including how to file a complaint with the U.S. Government, at the website at www.hhs.gov/ocr/hipaa/ or by calling 1-866-627-7748; the phone call is free.

Published by:

U.S. Department of
Health & Human
Services Office for
Civil Rights



Providers and health insurers who are required to follow this law must comply with your right to ...

Get a report on when and why your health information was shared

Under the law, your health information may be used and shared for particular reasons, like making sure doctors give good care, making sure nursing homes are clean and safe, reporting when the flu is in your area, or making required reports to the police, such as reporting gunshot wounds. In many cases, you can ask for and get a list of who your health information has been shared with for these reasons.

- ▶ You can get this report for free once a year.
- ▶ In most cases you should get the report within 60 days, but it can take an extra 30 days if you are given a reason.

Ask to be reached somewhere other than home

You can make reasonable requests to be contacted at different places or in a different way. For example, you can have the nurse call you at your office instead of your home, or send mail to you in an envelope instead of on a postcard. If sending information to you at home might put you in danger, your health insurer must talk, call, or write to you where you ask and in the way you ask, if the request is reasonable.

Ask that your information not be shared

You can ask your provider or health insurer not to share your health information with certain people, groups, or companies. For example, if you go to a clinic, you could ask the doctor not to share your medical record with other doctors or nurses in the clinic. However, they do not have to agree to do what you ask.

File complaints

If you believe your information was used or shared in a way that is not allowed under the privacy law, or if you were not able to exercise your rights, you can file a complaint with your provider or health insurer. The privacy notice you receive from them will tell you who to talk to and how to file a complaint. You can also file a complaint with the U.S. Government.

