

Website Privacy Policy



TX Health Benefits Pool (“TXHB”) recognizes and respects your desire to protect the privacy of your personal information. TXHB protects the information we receive from our online visitors from unauthorized access and use by following established security standards and by continually evaluating new technologies to safeguard your information. This Website Privacy Policy describes how TXHB protects information gathered on the website www.txhb.gov (the “Website”).

his Policy applies to information we collect:

- On this Website.
- In email, text, and other electronic messages between you and this Website.

It does not apply to information collected by:

- TXHB offline or through any other means, including on any other website operated by any third party; or
- Any third party, including through any application or content (including advertising) that may link to or be accessible from or on the Website.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this Privacy Policy. This Policy may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

Types of Information Collected on TXHB’s Website and How We Collect It

- **Tracking Information:** Our web server automatically captures your domain name, the IP address of the web page from which you entered our site, the pages you visit on our site and the amount of time you spend on our site. We use this information to compile website statistics, allowing us to monitor trends and track site usage.
- **Personal Information:** Some sections of our Website may ask users to provide personal information such as Social Security numbers, addresses, or dependent information. During transmission, this information is protected by Secure Socket Layer encrypting technology. The personal information collected on our website is used to service your accounts.

We Collect this Information

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP

addresses, and information collected through cookies and other tracking technologies.

- From third parties, for example, our business partners.

Information You Provide to Us

The information we collect on or through our Website may include:

- Information that you provide by filling in forms on our Website. We may also ask you for information when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses).
- Your healthcare claims and eligibility information.
- Your responses to surveys that we might ask you to complete for research purposes.

You also may provide information to be published or displayed (hereinafter, “posted”) on public areas of the Website or transmitted to other users of the Website or third parties (collectively, “User Contributions”). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to certain pages/you may set certain privacy settings for such information by logging into your account profile, please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Website with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

How We Protect Your Personal Information

Only TXHB staff and certain external business associates who need to know your information in order to service your account can have access to your personal information. For example, claims analysts and member service representatives are allowed to access your information for payment, treatment, or operations purposes. Our staff understands the importance of keeping your personal information private and they are trained on the proper procedures to maintain confidentiality.

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out

information in public areas of the Website like message boards. The information you share in public areas may be viewed by any user of the Website.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Sharing Your Personal Information

It may be necessary for TXHB to provide information to contracted, external business associates so they can respond to your inquiries and provide you with services on TXHB's behalf. TXHB's business associates may use the information they receive from us only for purposes approved by TXHB. External business associates may include our attorneys, our accountants, our auditors, healthcare providers, third party administrators, insurance agents or brokers, other insurers, companies with whom we have agreements, consumer reporting agencies, and law enforcement or regulatory authorities.

Except as noted above, we will not release personal information to any other party unless required or permitted to do so by law. We will not sell, rent, or license any personal information you provide to TX Health Benefits Pool.

TX Health Benefits Pool and Third-Party Cookies

To provide you with the best possible service and with information relevant to you, TXHB may place a cookie on your computer that allows us to provide you a more customized user experience. We DO NOT use cookies to track your activity on third party websites or to send unsolicited email. Most cookies (though not all) do not identify a specific user and are not used to collect any personal information.

However, some content or applications, including advertisements, on the Website are served by third parties. These third parties may use cookies to collect information about you when you use our Website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

Your Membership Information is Protected

Protecting the privacy and confidentiality of your personal information is a priority for TXHB. We are committed to maintaining the highest level of security for your personal

information, including any information received from the TXHB Portal. To achieve this, TXHB has adopted and adheres to security standards designed to protect your information against accidental or unauthorized access or disclosure. TXHB has implemented appropriate security measures to protect your information against loss, misuse, or alteration. Among the safeguards that TXHB has developed for this website are administrative, physical, and technical barriers that, together, protect any information stored on the TXHB Portal. One way we do this is through two-factor authentication. When you log into your health portal you will not only be required to submit your password but you will also be required to submit a one-time use code that is sent to you via SMS, email, or through an authenticator app. This drastically reduces the incidence of online identity theft and other online fraud.

Email

Please be aware that when you send an email message from an unsecured area of our website (unlike those areas that require a user ID and password), your email can be viewed by other Internet users while it is in transit. For this reason, please do not use unsecured email to send information to us that you consider to be confidential. For example, if using unsecured email, do not include in your message Social Security numbers or birth dates. Secured email is available through the TXHB Portal. Also, you may call the TXHB Customer Care team at 1-800-282-5385, Monday through Friday, 7:00 a.m. to 6:00 p.m. Central Time.

Links to Other Websites

Our website contains links to other websites not owned or operated by TXHB, that we think might be useful or of interest to you. If you choose to visit another website from a link on this website, please understand that you are leaving TXHB's website and TXHB cannot be responsible for the privacy practices of the other website owners. We encourage you to look for and review the privacy practices of any linked website that you visit.

Additional Information

We may amend this Privacy Statement whenever needed. We will display a notice on TXHB's website whenever this Privacy Statement has been changed. Please check this Privacy Statement periodically. The date this Policy was last updated was June 9, 2020.

By using this Website, you agree to the terms of this Privacy Policy. If you have any questions about this Policy, please contact TX Health Benefits Pool at:

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