

PARTNERS HEALTHCARE ON DEMAND WEBSITE PRIVACY POLICY

Last revised: June 12, 2018

1. INTRODUCTION

Purpose. The purpose of this Website Privacy Policy is to describe how Partners HealthCare On Demand (“PHOD”), a service facilitated by Partners HealthCare System, Inc. (“Partners”) and provided by contracted physician groups or medical practices including Partners Community Physicians Organization, Inc. and Teladoc Physicians, PA (each a “Practice”), collects, uses and shares information about you through our website located at ondemand.partners.org (the “Site”). Please read this notice carefully to understand what we do. If you do not understand any aspects of our Website Privacy Policy, please feel free to contact us at PHODSupport@partners.org or as described at the end of this Website Privacy Policy.

Scope; Third Party Sites. This Website Privacy Policy applies only to information we collect at and through the Site. Other sites owned by or affiliated with Partners are governed by their own separate privacy policies. Our Site also contains links to third party sites that are not owned or controlled by Partners. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our Site and to read the privacy statements of each and every website that collects personal information.

Terms of Use. Please note that your use of our Site is also subject to our [Terms and Conditions](#).

2. INFORMATION THAT WE COLLECT

Information You Provide to Us.

We collect information you provide to us, for example when you create or modify your account, register to use our Site, purchase services from us, request information from us, contact customer support, or otherwise communicate with us. This information may include:

- Name
- Address
- Billing address
- Email address
- Telephone number
- Employer
- Credit card number (solely for payment purposes)
- Date of birth
- Medical history, medical records and other health related information, including images
- Insurance carrier and subscriber information

Information We Collect Through Your Use of our Site.

Google Analytics

We may use Google Analytics, a web analytics service provided by Google, Inc. (“Google”) to collect certain information relating to your use of the Site. Google Analytics uses “cookies”, which are text files placed on your computer, to help the Site analyze how users use the site. You can find out more about how Google uses data when you visit our Site by visiting “How Google uses data when you use our partners' sites or apps”, (located at www.google.com/policies/privacy/partners).

Information Collected Through Cookies and Similar Technologies

We and our service providers use cookies, web beacons, and other technologies to receive and store certain types of information whenever you interact with our Site through your computer or mobile device. A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the Site again, the cookie allows the Site to recognize your browser. Cookies may store unique identifiers, user preferences and other information. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some Site features or services may not function properly without cookies. We use cookies to improve the quality of our service, including for storing user preferences, and tracking user trends.

No Information from Children Under Age 13

If you are under the age of 13, please do not attempt to register with us at this Site or provide any personal information about yourself to us. If we learn that we have collected personal information from a child under the age of 13, we will promptly delete that information. If you believe we have collected personal information from a child under the age of 13, please contact us at PHODSupport@partners.org or call us at (855) 225-1071.

3. HOW WE USE AND SHARE YOUR INFORMATION

To Facilitate or Provide Services and Information. We collect information from you in order to facilitate or provide services that you request from us; register and service your online account; provide information that you request from us; contact you about your services requests; and process credit card transactions.

Sharing with Third Parties. We may provide information to contracted physician groups or medical practices including Partners Community Physicians Organization, Inc. and Teladoc Physicians, PA who provide professional services to you, and to third party service providers that help us operate and manage our Site, process services requests, and deliver services that you purchase through the Site. We may also provide information to the Practices providing professional medical services that you access through the Site. These service providers will have access to your personal information in order to provide these services, but when this occurs we implement reasonable contractual and technical protections to limit their use of that information to helping us provide the service.

Your Consent. In addition to the sharing described elsewhere in this Policy, we will share personal information with companies, organizations or individuals outside of Partners and its affiliates when we have your consent to do so.

Legal Proceedings. We will share personal information with third party companies, organizations or individuals outside of Partners and its affiliates if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, subpoena, legal process or enforceable governmental request.
- Enforce applicable Terms of Use, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of Partners, the site, our users, customers or the public as required or permitted by law.

Transfer in the Event of Sale or Change of Control. If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our business or the Site to a third party, such as by merger, acquisition, bankruptcy proceeding or otherwise, we may transfer or sell your personal information to the new owner. In such a case, unless permitted otherwise by applicable law, your information would remain subject to the promises made in the applicable Website Privacy Policy unless you agree differently.

4. ACCESS TO YOUR INFORMATION AND CHOICES

If you have questions about personal information we have about you or need to update your information, you can contact us at PHODSupport@partners.org or call us at (855) 225-1071.

5. SECURITY OF YOUR INFORMATION

We use industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your personal information. However, since the Internet is not a 100% secure environment, we cannot guarantee, ensure, or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your login information. Please note that while communications and information you send to us using our Site are encrypted, e-mails and other communications you send to us outside of the Site are not encrypted. Thus, we strongly advise you not to communicate any confidential information through unencrypted email.

6. CHANGES TO OUR WEBSITE PRIVACY POLICY

Our Website Privacy Policy may change from time to time. We will not reduce your rights under this Website Privacy Policy without your consent in accordance with applicable law. We will post any Website Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of Website Privacy Policy changes).

7. QUESTIONS AND HOW TO CONTACT US

If you have any questions, concerns, complaints or suggestions regarding our Website Privacy Policy or otherwise need to contact us, please contact us at PHODSupport@partners.org, call us at (855) 225-1071, or contact us by US postal mail at the following address:

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