



## Privacy Statement

### Collecting and using personal information

In some cases and in all cases where required by law or regulation you will be able to update the information that you provide to us

To update your information send us an email or update your profile online.

Aetna Better Health will not sell or share your information outside of Aetna Better Health.

We may share your information when:

- You tell us to
- It allows our partners to do their work
- It is required or permitted by law

When we share your information we will:

- Share the information consistent with applicable laws and regulations
- Require the recipient to protect the information
- Require the recipient use the information only for the purpose it was provided

By “personal information” we mean data that is unique to an individual. For example:

- Name
- Address
- Social Security number
- E-mail address
- Telephone number

From time to time we may ask for personal information from you to respond to your questions or deliver a product or service.

### Your e-mail

We welcome your comments or questions about our websites. We have provided e-mail boxes for that purpose. We will share your comments and questions with those employees who can address your questions or concerns.

Your e-mail may be accessed and viewed by other Internet users without your knowledge or permission. Please do not use e-mail to discuss information that you consider confidential.

Please call Aetna Better Health Member Service.

### **Other information; “Cookies” and “Tags”**

We collect certain information that does not identify you when you visit our websites. The data helps us analyze and improve the usefulness of the information we provide at our websites.

Sometimes we may use what is known as “cookie” technology. A “cookie” is an element of data that a website can send to your browser when you link to that website. A “cookie” cannot read data residing on your computer. A “cookie” allows us to recognize you when you come back, track what parts of the website you use and better serve you when you return to that site. The “cookie” does not take personal information about you, such as your name or address.

We may also use “client-side page tagging” on our website. “Tagging” records to a log certain information about the page and your visit to our website. This technique is also commonly used on commercial websites. “Tagging” does result in a JavaScript program running on your computer. The program is limited to providing information about the page that you are requesting and the configuration of your browser. It will not read any of your data files. It will not execute any additional programs. It does not read your personal information, such as your name or address. You can stop “tagging” by turning off JavaScript in your browser. If you do, it may stop you from using all of our website’s functions.

### **Linking to other sites**

From time to time, Aetna Better Health websites may provide links to other websites not owned or controlled by Aetna Better Health. We think the links may be useful or of interest to you. We cannot be responsible for the privacy practices used by other website owners. We cannot be responsible for the content or accuracy of those other websites. Links to other websites do not mean or imply we approve these websites. It does not mean or imply we approve any materials, products or services described on these sites.

### **Security**

Aetna Better Health uses tough security standards. We try to protect your personal information from accidental or unauthorized access or disclosure. We use administrative, physical and technical “firewall” around the information stored at this site. From time to time we test our site security. We have developed comprehensive disaster recover plans.

### **Changes to this statement**

From time to time Aetna Better Health may change this Statement. We will change the date at the bottom of this statement when updates are made. From time to time please reread this Statement to see if there have been any changes that may affect you. This Statement is not intended to and does not create any contractual or other legal rights in or on behalf of any part.