

# MyHealth SDOH Screening Privacy Policy

Your health insurance company or healthcare provider who sent you this survey are utilizing a Social Determinants of Health (“SDOH”) screening platform provided by MyHealth Access Network (“MyHealth”). MyHealth is a non-profit organization that partners with Oklahoma’s healthcare professionals to create community-wide initiatives to promote better health and better healthcare outcomes for Oklahomans.

MyHealth’s SDOH program is designed to help connect you with community and social service programs which may be able to help you with extra aspects of life that play a role in health such as housing, food, utilities, violence and transportation.

To enable the SDOH program, we may collect information about you for the purpose of connecting you with the right programs. Information we collect as part of this SDOH program may include your name, insurance identification numbers, and contact information.

## Sharing Information Is Your Choice

Sharing your information is your choice, and will not affect the services you receive from your healthcare provider or health insurance company. If you decide not to provide your information, we may not be able to connect you with community and social services through this program. Information you give will never be used for immigration enforcement.

## Who Your Information Is Shared With

Information you provide through the MyHealth SDOH platform will be shared with the organization who prompted the survey to be sent to you, and is then subject to the privacy policy of that organization. It’s likely that organization’s privacy policy has been shared with you before, either in the mail or in an office visit (often called a “Notice of Privacy Practices”), but this document is also available upon request, or may be on the organization’s website.

## User Consent

By accessing or otherwise using MyHealth SDOH Screening, you agree to the terms and conditions of this Privacy Policy and the associated [Terms of Service](#). You consent to the processing of your Personal Information and Anonymous Information according to this Privacy Policy.

## Regarding Children

Children under the age of 13 are not permitted to use MyHealth SDOH Screening themselves, and we do not intentionally collect or maintain Personal Information from those who are under 13 years old. Protecting the privacy of children is very important to us. Thus, if we obtain actual knowledge that a user is under 13, we will take steps to remove that user's Personal Information from the MyHealth SDOH Screening system. We recommend that children between the ages of 13 and 18 obtain their parent's permission before submitting information over the internet. By using MyHealth SDOH Screening, you are representing that you are at least 18 years old, or that you are at least 13 years old and have your parents' permission to use MyHealth SDOH Screening. This policy does not prohibit a parent or guardian from using the MyHealth SDOH Screening with the intent of helping a child.

## Collection and Use of Information

### Personal Information

In general, we collect Personal Information that you submit to us voluntarily through MyHealth SDOH Screening. We also collect information that you submit in the process of completing the MyHealth

SDOH Screening initial survey. When you use the MyHealth SDOH Screening, we will collect any information you voluntarily provide. We may also request optional information to support your use of MyHealth SDOH Screening, such as your, gender, income level and other demographic information. If you choose to sign up to receive information about community resources that may be of interest to you, we will collect your email address. We do not collect content such as photos, information from social networks, and credit card information.

### **Personal Information from Other Sources**

We may receive Personal Information about you from other sources with which you have registered, entities who we have partnered with (collectively, "Partners") or other third parties. We may associate this information with the other Personal Information we have collected about you.

### **E-mail and E-mail Addresses**

If you send an e-mail to us we will retain your e-mail address and the content of the e-mail message you send, including attached files, and other information you provide. We may use this e-mail address to contact you again, particularly if it is determined you are eligible for additional support services based on answers provided through MyHealth SDOH Screening. You may indicate your preference to stop receiving further email communications as further detailed below.

### **Information Collected Via Technology**

As you use MyHealth SDOH Screening, certain information may also be passively collected and stored on our or our service providers' server logs, including your Internet protocol address, browser type, and operating system. We also may use Cookies and navigational data like Uniform Resource Locators (URL) to gather information regarding the date and time of your visit and the solutions and information for which you searched and viewed. This type of information is collected to make our solutions more useful to you and to tailor the experience with MyHealth SDOH Screening to meet your specific interests and needs.

An "Internet protocol address" or "IP Address" is a number that is automatically assigned to your computer when you use the Internet. In some cases your IP Address stays the same from browser session to browser session; but if you use a consumer internet access provider, your IP Address might vary from session to session. For example, we, or our service providers, may track your IP Address when you access MyHealth SDOH Screening to assist with location validation.

"Cookies" are small pieces of information that a website sends to your device while you are viewing a website. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which may stay on your device until you delete them) to provide you with a more personal and interactive experience with MyHealth SDOH Screening. Persistent Cookies can be removed by following your Internet browser help file directions. In order to use our services offered through MyHealth SDOH Screening, your web browser must accept Cookies. If you choose to disable Cookies, some aspects of MyHealth SDOH Screening may not work properly.

### **Use and Disclosure of Information**

We do not sell, trade, or rent the Personal Information that we collect with third parties.

In general, Personal Information you submit to us is used by us to provide you access to MyHealth SDOH Screening, to fulfill the purpose for which you provide it, to improve MyHealth SDOH Screening, to better tailor the features, performance, and support of MyHealth SDOH Screening and to offer you additional information, opportunities, assistance and functionality from us and our Partners at your request.

We may provide your Personal Information to third-party service providers who work on behalf of or with us to provide some of the services and features of MyHealth SDOH Screening and to help us

communicate with you. For example, we may share Personal Information of individuals who accept Navigation services with the Tulsa City County Health Department, the Oklahoma City County Health Department, or another partner who has contracted with us to provide Navigation services. We require our third-party service providers to promise not to use such information except as necessary to provide the relevant services. We may share some or all of your Personal Information with our third-party partners, or other third parties about whom you are otherwise notified and do not request to opt out of such sharing. We will not disclose any personal information to any third party for marketing purposes.

In the event we go through a business transition such as a merger, acquisition by another company, or sale of all or a portion of its assets, your Personal Information may be among the assets transferred. You acknowledge that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of ours or that acquirer's assets may continue to process your Personal Information as set forth in this Privacy Policy.

We may disclose your Personal Information if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on us; or (b) to protect and defend our rights or property, you, or third parties. You hereby consent to us sharing your Personal Information under the circumstances described herein.

### **Third Party Sites**

MyHealth SDOH Screening may contain links to other websites. Please be aware that we are not responsible for the privacy practices or the content of such other websites. We encourage our users to read the privacy statements of each and every website they visit. This Privacy Policy applies solely to information collected by us through MyHealth SDOH Screening and does not apply to these third-party websites. The ability to access information of third parties from MyHealth SDOH Screening, or links to other websites or locations, is for your convenience and does not signify our endorsement of such third parties, their products, their services, other websites, locations or their content.

### **Your Choices Regarding Your Personal Information**

We offer you choices regarding the collection, use, and sharing of your Personal Information. When you receive communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the text message or e-mail you receive or by contacting us directly (please see contact information below).

Despite your indicated email preferences, we may send you administrative emails regarding MyHealth SDOH Screening including, for example, administrative confirmations, and notices of updates to our Privacy Policy if we choose to provide such notices to you in this manner.

You may request deletion of your Personal Information by contacting us at [sdoh@myhealthaccess.net](mailto:sdoh@myhealthaccess.net), but please note that we may be required (by law or otherwise) to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request, only after we have fulfilled such requirements). When we delete Personal Information, it will be deleted from the active database, but may remain in our archives.

### **Feedback**

If you provide feedback to us, we may use and disclose such feedback for any purpose, provided we do not associate such feedback with your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this Privacy Policy. You agree that any such comments and any email we receive becomes our property.

We may use feedback to add to or modify our services without paying any royalties or other compensation to you.

## **Security**

We are committed to protecting the security of your Personal Information. We use a variety of industry-standard security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure. Even though we have taken significant steps to protect your Personal Information, no company, including us, can fully eliminate security risks associated with Personal Information.

## **Contact and Revisions**

If you have questions or concerns about our Privacy Policy, please contact us at: [sdoh@myhealthaccess.net](mailto:sdoh@myhealthaccess.net). This Privacy Policy is subject to occasional revision at our discretion, and if we make any substantial changes in the way we use your Personal Information, we will post an alert on the page that hosts this policy. If you object to any such changes, you must cease using MyHealth SDOH Screening. Continued use of MyHealth SDOH Screening following notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.