

agilon Health Ohio ACO, Inc. doing business as Ohio Senior  
Care ACO Privacy Policy

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This Privacy Policy explains how Ohio Senior Care ACO ("we", "us" or "our"), the operator of the website at OhioSeniorCareACO.com (the "Website") treats information that we collect or receive from you through the Website, including but not limited to when you receive or respond to our emails or other communications, when you RSVP for or participate in our events, or when you communicate with us about our services.

Please note that Ohio Senior Care ACO offers a program for Medicare fee-for-service beneficiaries pursuant to contract with the Centers for Medicare & Medicaid Services that has been developed exclusively for those Medicare beneficiaries who receive services from Physicians Group of SouthEastern Ohio. This program has been created in collaboration with agilon health, an organization that specializes in supporting primary care physicians across the country in enhancing the quality and experience of care for Medicare beneficiaries. The Website is hosted by agilon Health Ohio ACO, Inc. doing business as Ohio Senior Care ACO.

Please carefully read this Privacy Policy to understand how we may collect, use, share and retain your information. In addition to your communications with us subject to this Privacy Policy, we also may facilitate your communications with Physicians Group of SouthEastern Ohio, such as by enabling you to request text messages from Physicians Group of SouthEastern Ohio through our Website. Your communications with Physicians Group of SouthEastern Ohio are subject to Physicians Group of SouthEastern Ohio's privacy policy.

The Website is directed to residents of the State of Ohio, United States of America, who are 18 years old or older.

## **1. Acceptance of this Privacy Policy; Revisions**

Each time you access, browse, or otherwise use the Website, or respond to a communication from us that references the Privacy Policy, you agree to the terms of this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not access, browse, use or otherwise interact with the Website and do not disclose any personally identifiable information to the Website or to us.

If we revise this Privacy Policy, we will post the changes on the Website and the revised Privacy Policy will be effective immediately. You can determine when the Privacy Policy was last updated by checking the "Last Revised" date at the top of this page. When required by law, any material changes in the manner that we collect, use or share personally identifiable information will apply only to information collected after posting the revised Privacy Policy, unless we provide you with advance notice or obtain your consent in accordance with applicable law.

## **2. The Information We Collect**

We may collect personally identifiable information and non-personally identifiable information about you. Personally identifiable information refers to your name, postal address, email address, phone number, interest in newsletters, participation at events, , activity in response to our emails, ads, social media posts and surveys, and any other information that is maintained in a manner that links such information to your name, contact information or other information that would identify you as the individual to whom the information relates. Personally identifiable information also may include, but is not limited to, your gender, birthdate or age range, and other non-public information that you may provide or that we may collect from others about you.

We also may collect information about whether our emails are delivered to you, whether you open them, and whether you click through to the Website, call us in response to our communications, or have other communications with us. When you take an action in response to a marketing email from us, or our ad or post (e.g., RSVP for an event, or click on content), we may place a “cookie”, pixel or web beacon and record your interest or preferences to associate with our marketing profile of you. This enables us to better serve your interests by tracking your responses and your interest in our content, offerings and web pages. For cookies placed on your device, you may use the tools in your device to disable these technologies.

Non-personally identifiable information refers to information that does not personally identify you as the individual to whom the information relates, such as information that is aggregated by us or a third party, or information about your device hardware and software and your use of the Website. This may include information such as the date and time of your visit to the Website, whether you are a first time or returning visitor, pages and documents you viewed, type and version of your web browser and operating system, your internet service provider, your general geographic location, such as the city from which you are connecting to the internet, how long you were on the Website, sites you were on before and after visiting the Website, as well as other information regarding your activities. We also may use the information collected when you respond to our marketing emails, ads or posts to count the number of users who have opened an email from us or clicked through to the Website, and for other statistics.

## **3. Web Analytics**

We use Google Analytics or other analytics services to understand usage of the Website. Through the use of cookies, web beacons and similar tools, Google Analytics may collect and store anonymous information about you, which may include non-personally identifiable information described above. You can read Google's privacy policies for services such as Google Analytics at <https://policies.google.com/technologies/partner-sites> and <https://support.google.com/analytics/answer/6004245> and Google Analytics' Terms of Use at <https://marketingplatform.google.com/about/analytics/terms/us/>. You can opt-out from being tracked by Google Analytics in the future by downloading and installing Google Analytics' Opt-out Browser Add-on for your current web browser at <https://tools.google.com/dlpage/gaoptout/>.

#### **4. How We May Use the Information We Collect**

The information collected as described above may be used for our general business purposes, including the following:

- Sending you invitations to events and to sign up for newsletters; enrolling you to attend events or receive newsletters, confirming your attendance, sending reminders and other communications about programs and events;
- Communications with you about our services or program;
- Internal operations and system maintenance and administration, and analysis and improvement of the Website, our services and our business;
- Provide personalized website content and communications based on your preferences; and to track your responses to our emails, ads and posts;
- To conduct surveys about our activities and the events in which you participate;
- For fraud prevention, legal compliance, enforcement of our policies, and other public and security related purposes.

In addition to the uses discussed above, we may use non-personally identifiable information in its anonymized or aggregated form without restriction. These uses may include, without limitation, analysis of website trends and how the Website is used; improving navigation of the Website; analysis of the performance of the Website and diagnosis of problems; analysis of email and other responses and developing advertisements and

advertising campaigns; and providing you with special offers and promotions and determining their effectiveness.

## **5. How We May Share the Information We Collect**

We may share and disclose information we obtain from you with our parents, subsidiaries and affiliates, and service providers engaged by us to manage, administer, analyze, host or execute activities at the Website, to respond to you, or to perform one or more of our services or functions.

We may share your personally identifiable information with your physician or health care practice group; or with an insurance broker at your request. Other than as described here, we do not sell or share personally identifiable information with third parties for their direct marketing purposes.

We may also share your personally identifiable information, with or without notice:

- In response to a subpoena or similar investigative demand, a court order, or a request for cooperation from law enforcement or other government agency; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases, we may raise or waive any legal objection or right available to us.
- When we believe disclosure is appropriate in connection with efforts to investigate, prevent, or take other action regarding illegal activity, suspected fraud or other wrongdoing; to protect and defend the rights, property or safety of our company, our users, our employees, or others; to comply with applicable law or cooperate with law enforcement; or to enforce our terms, agreements or policies.
- In connection with a substantial corporate transaction, such as the reorganization or sale of our business or any interest in the business, a divestiture, merger, transfer, consolidation, or asset sale, or in the unlikely event of bankruptcy.
- As may be otherwise authorized or permitted by you or otherwise permitted or required by law.

We may share non-personally identifiable, aggregate, or anonymized information with sponsors, advertisers, marketing partners, and others in our discretion. When sharing non-personally identifiable information with others, we will ask our contracting parties to agree to keep the data in its anonymized form.

## **6. Communications with you; Choice and Opt-Out**

By accessing, using or browsing the Website or interacting with us, you authorize us to send email or postal mail to you, and to telephone you including using automatic telephone dialing systems and/or recorded voice. Unsubscribe instructions will be included in each promotional email from us to the extent required by law. Please note that unsubscribe requests may take up to ten (10) business days to become effective. You do not have to agree to be contacted on your mobile phone as a condition of doing business with us. You may opt-out of any marketing communications from us at any time by contacting us at [info@OhioSeniorCareACO.com](mailto:info@OhioSeniorCareACO.com) or the postal address provided in Section 15 below. You may not opt out of receiving communications regarding your dealings with us, use of the Website or technical information about the Website.

## **7. How to Update Your Information**

You are responsible for keeping your information current. You may update your information or delete it from the Website by contacting us at [info@OhioSeniorCareACO.com](mailto:info@OhioSeniorCareACO.com) or the postal address provided in Section 15 below. We will use reasonable efforts to process any updates you request; however, requests to delete information are subject to our internal reporting, processing, retention policies and legal obligations.

## **8. How We Respond to “Do Not Track” Signals**

Some web browsers have a “Do Not Track” feature. This feature allows you to tell websites you visit that you do not want to have your online activity tracked over time and across websites. These features are not yet uniform across browsers. The Website does not respond to web browser “Do Not Track” signals, but we reserve the right to do so in the future without notice to you.

## **9. Security**

We use reasonable physical, technical, and administrative security measures intended to protect against the loss, misuse, and alteration of personally identifiable information. However, no use of the internet is completely secure. It may be possible for third parties not under our control to intercept or access transmissions or private communications unlawfully. Any use of the Website or transmission of information is at your own risk.

## **10. Children's Privacy**

The Website is not directed to children under the age of 18 or the age of majority in their state of residence. We do not knowingly collect information from children under the age of 18. If you provide information to us or the Website, you represent that you are 18 years of age or older.

## **11. External Links**

The Website provides links where you may click to access other websites that may be of interest to you. Websites that are not hosted or controlled by us, such as those of your physician, health care practice group or insurance company, do not operate under this Privacy Policy. We are not responsible for the nature, quality or accuracy of the content or opinions expressed on such websites, or of the services provided through such websites. We recommend that you consult the privacy notices of all websites you visit by clicking on the "privacy" link typically located at the bottom of the web page before providing any personally identifiable information. This Privacy Policy only applies to information collected by us as described in paragraph 2 above.

## **12. Data Storage Location**

The Website is controlled, operated and administered within the United States, and your personally identifiable information is stored by us on our servers, and on the servers of the cloud-based database management services we engage. By using the Website, or by submitting your personally identifiable information to us or engaging with us as described above, you expressly consent to the storage and processing of your personally identifiable information in the United States or other jurisdictions, in accordance with applicable laws in the United States and any other jurisdictions where your information is stored on our behalf.

## **13. Jurisdiction**

This Notice and the use of this Website are governed by the laws of the State of Ohio, without giving effect to choice of law principles. Any claim related to the Website or this Notice shall be brought in a court of competent jurisdiction for, Muskingum County Ohio, within one year after the claim arises. Users of the Website consent to the exclusive jurisdiction and venue of such courts as the most convenient and appropriate for the resolution of disputes concerning this Privacy Policy. This Privacy Policy is not intended to and does not create any contractual or other legal rights in or on behalf of any third party.

#### **14. This Information Is Not Covered By Health Insurance Portability and Accountability Act (“HIPAA”)**

The information about you described in this Privacy Policy is not and will not be treated as Protected Health Information under HIPAA.

#### **15. Contact Us**

If you have questions regarding this Privacy Policy, please contact us via:

- email at [info@OhioSeniorCareACO.com](mailto:info@OhioSeniorCareACO.com)  
(please include “Ohio Senior Care ACO Privacy Policy” in the subject line); or
- US Mail at:  
Ohio Senior Care ACO (Attn: Privacy Office), 1166  
Military Rd. #C Zanesville, OH 43701