

Privacy Policy

CapMed, A Division of Metavante Privacy Statement

Your privacy is very important to us. Please contact us at support@capmed.com if you have any questions or comments regarding our privacy policy or in what way any information you send us may be used. CapMed, A Division of Metavante has created this Privacy Statement to demonstrate our firm commitment to privacy. The following text discloses our information gathering practices for this application and explains how the information is used, protected, and, in certain limited instances, disseminated.

Questions regarding this Privacy Statement should be directed by e-mail to support@capmed.com or by traditional mail to:

CapMed, A Division of Metavante
1601 Trapelo Road
Waltham, PA 02451
USA

Or; you can call the following telephone number: 1.877.CAPMED6 (1.877.227.6336)

IP Address and Cookies: We may use your IP address to help diagnose problems with our server and to administer our Web site. We use session cookies to keep track of your password and to personalize your PHM Suite. All session cookies are removed at the end of your online session.

Information Provided at Registration: CapMed, A Division of Metavante will protect the privacy of all of our registered users as described in this Policy. The CapMed registration form requires users to give us contact information (name and e-mail address), and demographic information (ZIP code or date of birth).

We use contact information from the registration form for internal purposes, to send the user news, information about new product features, services or updates, information about our company and, potentially, communication about one or more health conditions. You will be given the opportunity to decline these services at the point of registration, and you may opt-out of receiving future mailings (see the Choice/Opt-out section following).

Demographic and personal health information is used to tailor the visitor's experience in the PHM Suite, showing them content they might be interested in, and displaying the content according to their preferences. Your health information is password-protected to prevent access by other users.

CapMed contracts with other companies and individuals to perform certain functions on our behalf. These companies and individuals have access to registration information as needed to perform their functions for CapMed. While CapMed may undertake efforts to see that any third party with which CapMed shares a user's information is under a contractual obligation to use the information solely for the purposes for which the information was disclosed, such third parties are independent third parties over which CapMed exercises no control. CapMed is not responsible for, and will not be liable for, their conduct, actions, omissions, or information handling or dissemination practices.

Except as described in this Policy, CapMed, A division of Metavante, will not share with third parties any individually identifiable personal information, e.g., your e-mail address, name, etc., that you supply during the registration process; this includes health insurers. You can be assured that our content providers will not have access to your personal information. CapMed may, however, provide your personal health information and that of other registered users in aggregate or de-identified form to third parties, but not a way that identifies you. This means that, except as described in this Policy, we will never provide anyone's individual health records to any third party, although we may provide third parties with information about the prevalence of certain health conditions in the overall group of CapMed subscribers, and similar aggregate information.

CapMed may disclose information about you if CapMed believes such disclosure is reasonably necessary: (i) to comply with the law or legal process; (ii) to protect or defend the rights or property of CapMed or others; (iii) to enforce the CapMed End User License Agreement or this Privacy Policy; and (iv) to respond to claims that the content(s) of a communication violates the rights of another. Also, circumstances may arise where, for business reasons, CapMed may decide to reorganize, or divest all or part of its business

through sale, assignment, merger or acquisition. In these circumstances, personal information may be shared with the actual or prospective purchasers or assignees.

CapMed, A Division of Metavante does not knowingly collect personal information from any person under the age of 13. We are committed to protecting the privacy of children, and this website is not designed or intended for children under the age of 13.

All personal, identifiable information is retained by CapMed, A Division of Metavante for a period of 5 years/indefinitely unless a member requests that the information be deleted. If you would like your information deleted, please contact CapMed and provide us with your user name and the e-mail address you provided us with at:

Customer Service
CapMed, A Division of Metavante
1601 Trapelo Road
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e-mail: support@capmed.com
1.877.CAPMED6 (1.877.227.6336)

Links to Other Web Sites: The PHM Suite may contain links to other Sites. CapMed, A Division of Metavante, Inc. is not responsible for the privacy practices or the content of such Sites. Please read the privacy statements of the linked Sites that you visit.

Surveys: We may conduct surveys from the PHM Suite in which we ask for contact information (such as an e-mail address). We use contact data from surveys to send users information about our company. You have the option of choosing not to complete these surveys or to not receive such e-mails at the time you register or at any time. (See Choice/Opt-Out section below.)

PHM Suite: As part of registration for the PHM Suite including but not limited to the CapMed Personal Health Record, you will be requested to provide contact information, demographic information, and personal health information. Please review this CapMed

End User License Agreement for more details on the type of information gathered, how it is used, and how your privacy is protected.

Public Forums: CapMed, A Division of Metavante may make chat rooms, forums, message boards, and/or news groups available to our users. Please remember that any information that is disclosed in these areas becomes public information, and you should exercise caution when considering the disclosure of your personal information. CapMed is not responsible for material posted.

Security: The PHM Suite has security measures in place to protect the loss, misuse, and alteration of the information under our control. The PHM Suite provides password-protection, data encryption and when applicable, data protection by means of a firewall, for the information provided.

HIPAA: CapMed, A Division of Metavante is in full compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to the extent that law is applicable to CapMed as a non-covered entity.

Choice/Opt-Out: CapMed provides users the opportunity to opt-out of receiving communications from our vendors and us.

When you complete registration or when you make changes to your profile (Edit Profile), you will be given the choice of receiving informational/promotional e-mails from CapMed and other vendors. You may opt-out of receiving e-mails on behalf of CapMed at registration by removing the automatic check mark from the preference box for receiving e-mails and newsletters. You may also opt-out of receiving these e-mails and newsletters by changing your preferences in Edit Profile.

Correct/Update/Remove: You may remove all of the information you've stored in the PHM Suite by contacting CapMed. If you wish to remove your information, the process takes three business days and you will be notified via e-mail upon completion of the removal process. If you would like your information deleted, please contact CapMed and provide us with your user name and the e-mail address you provided us at registration at:

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Notification of Changes: If CapMed makes any material changes in our privacy policies and practices that affect your information stored in the PHM Suite, we will notify you via e-mail. In addition, if we make any material changes in our privacy practices that do not affect user information already stored in our database, we will post a prominent notice on the CapMed website notifying you of the change. In some cases where we post the notice, we will also e-mail users who have opted to receive communications from us, notifying them of the changes in our privacy practices.

Contacting the Web Site: If you have any questions about this privacy statement, the practices of this site, or your dealings with this Web site, you can contact:

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