

Privacy Statement

Collecting and Using Personal Information

Welcome to Delaware Physicians Care's websites. We value your interest in us. We will not collect personal information about you unless you give us that information when you come to our sites. We will use your personal information that you may give us through our websites only for the reason stated on the page where it is collected.

In some cases, and in all cases required by law, you can update the information you give us. To do this, send us an email or update your profile online.

Delaware Physicians Care will not sell or share your information.

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 according to laws and regulations
- Require that the recipient protect the information
- Require that 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. We may do this to respond to your questions or deliver a service.

Your e-Mail

We welcome your comments or questions about our websites. We have e-mail boxes for that purpose. We will share your comments and questions with 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 private.**

Please call Member Services with any questions at 1-866-543-2167.

Other Information: "Cookies" and "Tags"

We collect certain information that does not identify you when you visit our websites. The data helps us know if the information on our websites is useful. It helps us improve the information on our websites.

Sometimes we may use “cookie” technology. A “cookie” is data that a website can send to your browser when you link to that website. A “cookie” cannot read data on your computer. A “cookie” allows us to:

- recognize you when you come back
- track what parts of the website you use
- 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” tracks certain information about the page and your visit to our website. Tagging is often used on commercial websites. “Tagging” causes a program to run on your computer.

The program only provides:

- information about the page that you are requesting
- the configuration of your browser

It will not read any of your data files. It will not:

- start any additional programs
- read your personal information, such as your name or address

You can stop “tagging” by turning it off 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, our websites may provide links to other websites that are not controlled by us. We think the links may be useful or of interest to you. We are not responsible for the privacy practices used by other website owners. We are not responsible for the content or accuracy of those other websites. Links to other websites do not mean we approve these websites. It does not mean we approve any materials, products, or services described on these sites.

Security

We use tough security standards. We try to protect your personal information from accidental or unauthorized access or release. We use “firewalls” around the information stored at this site. These “firewalls” are administrative, physical, and technical. From time to time we test our site security. We have developed full disaster recovery plans.

Changes to This Statement

From time to time we 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 party.