

OHIOHEALTH LISTENS

www.OhioHealthListens.com

PRIVACY POLICY

[Last Modified Date]

General

OhioHealth Corporation (“OhioHealth”, “we”, “our”, “us”) has worked with its third party vendor, Vision Critical (“VCCI”), to create www.OhioHealthListens.com (our “Online Community” or our “Website”). OhioHealth Listens is an online community of patients focused on providing timely feedback on strategies, protocols and practices related to the patient experience at OhioHealth. OhioHealth Listens collects information from individuals who decide to join the OhioHealth Listens community. These individuals volunteer to receive periodic email invitations to participate in online surveys. Individuals are free to choose whether to participate in a survey and may discontinue participation at any time.

This policy explains our collection, use, and disclosure of information you (“You” or “Your”) provide to Vision Critical and in our Online Community. Your use of the Online Community is completely voluntary. The information You provide is reviewed in an anonymized format, in summary form, combined with other responses. **Your self-reported personal profile data and any other information You provide (including information about Your personal health or experiences at OhioHealth) (“Your Information”) is NOT Protected Health Information (“PHI”) as that term is defined in the Health Insurance Portability and Accountability Act of 1996. OhioHealth does not wish to identify You individually as a participant in our patient panel, and, therefore, You should not **include personally identifying information in any free text space in our surveys and discussion forums.** In addition, Your Information is not linked to any PHI maintained by OhioHealth. For example, responses provided to the Online Community will not be included in Your electronic medical record or employee file, if applicable.**

Please note that Your use of our Online Community and any products or services provided on or through our Online Community is subject to the Online Community’s Terms and Conditions found at www.OhioHealthListens.com. We may make periodic changes to this policy. If such a change is made, OhioHealth will post the revised terms on www.OhioHealthListens.com and the revised terms will be effective on the “last modified” date stated at the top of this policy.

IF YOU DO NOT AGREE TO THIS POLICY, YOUR CHOICE IS NOT TO USE OUR ONLINE COMMUNITY. YOUR USE OF OUR ONLINE COMMUNITY INDICATES THAT YOU AGREE TO THIS POLICY.

Information We Collect

To register for our patient panel, OhioHealth Listens, You will need to provide personal information to Vision Critical. Please note that any personal information You provide is VOLUNTARY. You may opt out at any point by going to the “My Account” section of the Site and choosing to opt-out. Opt-out instructions are also provided in each communication you receive as part of OhioHealth Listens. **OhioHealth does not wish to identify You individually as a participant in our patient panel, therefore, please do not include personally identifying information in the free text spaces in our surveys or on our Site.**

Personally Identifiable Information

You may generally use this Online Community without disclosing personally identifiable information (PII). However, use of certain features and functions of the Online Community may require You to submit personally identifiable information to us.

Through Your use of the Online Community, we may collect any information that You voluntarily share with us. This information may also be collected by Vision Critical or another third party vendor, supplier or contractor on our behalf.

This information may be collected when You send us emails or voluntarily submit information to us via the Online Community (such as responding to a survey). This information may include Your (1) contact information (such as name, address, email address and phone number), (2) age, (3) gender, (4) date of birth, (5) insurance information, (6) health and medical information, (7) and any other information You choose to provide us, subject to applicable laws and the terms of this Privacy Policy.

We may use third party service providers to assist us in collecting and maintaining this personally identifiable information. However, we require such service providers to maintain the confidentiality of such information.

Non-Personal Information

We collect computer and internet connection information, IP addresses, operating system information, browser type and version, network connectivity information or other non-identifying information stored in cookies that we enable on our Online Community. A cookie is a small file placed on the hard drive of Your computer. Unless You have adjusted Your browser setting so it will refuse cookies, our system will issue cookies when You direct Your browser to our Online Community. We do not track Your use of other websites or pages.

While You may visit our Online Community anonymously, some of the Online Community’s functions and features will not be available for anonymous visits or if “cookies” are disabled on Your computer/browser. In addition, the features and functionalities of our Website may only be available to You if You register for an OhioHealth Listens account and log into our Online Community with Your username and password. You can refuse to supply Your personal information and You are not required to register for an OhioHealth Listens account, but note that You may not be able to participate in our Online Community as a result.

Forms

Our Online Community contains forms through which users may supply feedback to us. In some cases, telephone numbers, email addresses or home addresses to allow You to communicate and participate in our Online Community. You may elect to opt out of providing personal information on the form. We do not collect personally identifiable information unless You choose to provide it. We do not provide any information supplied on our web forms to any outside organization for any reason (other than where we may be required to by law). We do not save this personal information for any other reason.

Surveys

Occasionally, we may survey visitors to our Online Community. Be aware that individual survey responses are confidential. The information from these surveys is used in aggregate form to help us understand the needs of our visitors so that we can improve our site and services. We generally do not ask for information in surveys that would personally identify You. If we do request contact information for follow-up, You may decline to provide it. If survey respondents provide personal information (such as an email address) in a survey, it is shared only with those people who aggregate the collected information. We will not sell Your information to third parties, or send You promotions or announcements.

Cookies

The cookies we place store information about Your visit to our Online Community. Some cookies are "Session" Cookies and only last for the duration of Your visit. Other cookies (known as "Persistent" Cookies) remain on Your computer after the end of each session and store information helpful to Your experience. Our Online Community utilizes both Session and Persistent Cookies. Every computer that accesses the Online Community is assigned a different cookie by OhioHealth/Vision Critical. Cookies do not retain any personal information on Your computer. The cookies allow us to access information that we can then use to improve Your browsing experience, such as providing You with customized pages based on Your past viewing history on the Website. Cookies are also used to help with Your log in to OhioHealth Listens, as navigation aids or as session timers. Most web browser software can be set to reject all cookies. If You reject our cookies or otherwise disable the cookie feature on Your web browser, certain functions and conveniences of our Online Community may not work properly.

Use of Your Information

We use information that we collect about You or that You provide to us, including any personal information:

- To conduct surveys, audience research and analysis;
- To present our Online Community and its contents to You and to improve its design and functionality;
- To establish and manage Your account with us;
- To personalize Your experience on the Online Community and allow You to participate in our interactive features;
- To improve customer service;
- To fulfill any other purpose for which You provide the information;
- To carry out our obligations and enforce our rights arising from any contracts entered into between You and us;
- In any other way we may describe when You provide the information;

- For any other purpose with Your consent.

The above list is not comprehensive and may change at any time.

Disclosure of Your Information

OhioHealth Listens participant information is stored in a secure database and used to deliver email invitations to participate in online surveys, if any individual's profile deems that person a candidate for particular surveys. An individual's email address is also used to share community updates and news.

As a part of OhioHealth Listens, You may become eligible to win a prize, pursuant to the contest rules of any such prize. We may provide Your personal information to a third party as part of Your participation in and/or winning of the particular contest. All contest rules will be posted on www.OhioHealthListens.com. Winners of drawings will be notified via email. Drawing winners' first names and city of residence will be shared with the community on www.OhioHealthListens.com and via community news emails.

Surveys are conducted for research purposes only and the responses received are only used when aggregated with the results of other participants. Aggregate results are used for OhioHealth's internal purposes, including developing and enhancing programs and services.

OhioHealth does not sell, trade, or rent Your personal information to others. We may share generic aggregated demographic information not linked to any personal information regarding Online Community visitors or users with our business partners and trusted affiliates for the purposes outlined above.

Security

We have adopted reasonable data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of Your personal information, username, password and data stored on our Website. For example, the majority of the data exchanged between You and the Website or our third party business partners is transmitted over an SSL secured communication channel. That being said we do not make any representations or warranties of any kind related to the security of the Online Community, any third party site or Your information stored on the Online Community. Please see the disclaimers in the Site Terms and Conditions found at www.OhioHealthListens.com.

Linked Sites

OhioHealth may provide links in the Online Community to other websites of interest or are related to OhioHealth's services. This does not mean we endorse these websites, or the content contained on, or products or services sold through such websites. We do not make any representations or warranties about any website You may access through our Website. They are independent from us, and we have no responsibility for their information or activities. These websites may send their own cookies, collect data and make use of that data in ways that our Online Community does not. Be aware that we have no control over these websites and our Privacy Policy does not apply to these websites. We encourage You to read the privacy policies and terms of use referenced in the websites You enter.

Inherent Risk of Using Internet

Despite OhioHealth's efforts to protect Your personal information, there is always some risk that an unauthorized third party may find a way around our security measures, or that transmissions of Your

information over the Internet may be intercepted, and You acknowledge these inherent risks before using the Website.

The safety and security of Your information also depends on You. Where we have given You (or where You have chosen) a password for access to our Online Community, You are responsible for keeping this password confidential. You should not share Your password with anyone. We urge You to be careful about giving out information in public areas of the Online Community like message boards. The information You share in public areas may be viewed by all users of the Online Community.

Children

The Online Community does not offer or provide products and services for children. If You are under eighteen (18) years of age, You may not use the OhioHealth Listens Online Community. OhioHealth does not intend to collect personal information from children through the Online Community. If Your child has submitted personal information and You would like to request that such information be removed, You may contact OhioHealth via one of the contact methods described below, and OhioHealth will promptly remove such information and shall not use such information.

Contact

If You have any questions or concerns regarding this policy or our use, storage, or handling of Your personal information, please contact us:

Email: webmaster@ohiohealth.com

Phone: (866) 411-6181

Mail: 180 East Broad, 30th Floor
ATTN: OhioHealth Privacy Officer
Columbus, OH 43215