

Alignment Healthcare – Privacy Policy

Last Modified: January 17, 2019

Alignment Healthcare USA, LLC, including its subsidiaries and affiliates, such as Alignment Health Plan (collectively, “Alignment”, “we,” “us,” or “our”), owns and operates the website located at www.alignmenthealthcare.com and www.alignmenthealthplan.com and other related websites and mobile applications with links to this Privacy Policy (collectively, the “Site”) that provide information about Alignment and its products and services. This Privacy Policy explains how Alignment collects, uses, and shares your Personal Information when you interact with the Site.

1. Applicability of this Privacy Policy

This Privacy Policy only applies to information we collect as a result of your use of the Site. This Privacy Policy does not apply to information we may collect on any other websites or applications. This Privacy Policy also does not apply to the practices of any third parties, unless expressly stated otherwise. These third parties and websites have their own privacy policies. We encourage you to read those privacy policies before providing Personal Information through those websites or applications. We are not responsible for the privacy practices of these third parties.

By using the Site, you acknowledge the practices and policies outlined in this Privacy Policy and agree that we can collect and use your Personal Information as described in this Privacy Policy. If you do not agree, please do not use the Site.

In some cases, the information we collect and maintain is subject to the Health Insurance Portability and Accountability Act (“HIPAA”). If you are an Alignment Health Plan member (“Member”) and use the online Member portal, that information is subject to HIPAA. In such circumstances, our Notice of Privacy Practices at www.alignmenthealthplan.com/PrivacyNotices.aspx, not this Privacy Policy, applies. If you have any questions about which policy applies to certain information, please write to us at

Attention: Compliance Officer
Alignment Healthcare USA, LLC
1100 W Town and Country Rd, Suite 1600
Orange, CA 92868

Definitions

As used in this Privacy Policy, the term “Personal Information” means information about you that is personally identifiable, such as your name, address, email address, telephone number, and other non-public information that is personally identifiable. The term “Non-Personal Information” refers to information that does not identify you or anyone else.

2. Collection of Personal Information

We collect Personal Information that you voluntarily provide to us, such as your name, email address, date of birth and member ID number. By voluntarily providing such Personal Information, you consent to our use of it in accordance with this Privacy Policy.

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In addition, we use Google Analytics to collect information related to your use of the Site. This service collects the IP address assigned to you when you visit the Site and does not collect your name or other Personal Information. Google's use of the information it collects about your visits is restricted by the [Google Analytics Terms of Use](#) and the [Google Privacy Policy](#). You can prevent Google Analytics from recognizing you on future visits to the Site by [disabling cookies](#) in your browser or by installing the [Google Analytics Opt-out Browser Add-on](#).

The Site responds to Do Not Track signals in your browser.

3. Collection of Non-Personal Information

As you use the Site, we may use technologies that automatically collect and analyze Non-Personal Information, such as the type of device you are using, browser type and version, time and date of visit, time spent on those pages, and additional usage statistics. Such information is not linked to any Personal Information and is not personally identifiable.

4. Protection of Personal Information

We strive to implement reasonable and appropriate physical, technical, and administrative measures to protect information under our control. However, no method of transmission or electronic storage is fully secure, and we cannot guarantee absolute security.

5. Use of Personal Information

Subject to applicable legal restrictions, we may use your Personal Information to:

- Provide you with access to the Site
- Improve the quality of the Site
- Send you follow-up communications related to the Site
- De-identify Personal Information to create Non-Personal Information
- Fulfill any purpose for which you provide us Personal Information
- Fulfill any other purpose that you authorize

You can opt out of receiving communications related to the Site by contacting webmaster@ahcusa.com.

6. Disclosure of Personal Information

Subject to applicable legal restrictions, we may share Personal Information as follows:

- To subsidiaries and affiliates
- To contractors and service providers we use to support our business who are contractually obligated to keep Personal Information confidential and use it only for the purposes for which we disclose it to them (such third parties include, but are not limited to, website hosting providers, data hosting providers, customer support providers, communications vendors, and various other IT service providers)
- As required by law, including in response to a court order

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- When we reasonably believe that such disclosure is necessary to protect your safety or the safety of others, to protect our rights, to investigate fraud, or to respond to a government request
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of Alignment's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which Personal Information maintained in the Site is among the assets transferred
- For any other purpose that we disclose to you when you provide the information

7. Non-Personal Information

We may use and disclose Non-Personal Information for any lawful purpose.

8. Children

The Site is not intended for use or consumption by children under the age of 13. If you are under 13 years of age, please do not use or access the Site at any time or in any manner without the consent of a parent or legal guardian.

9. Accessing and Correcting Your Information

Please email us at webmaster@ahcusa.com to request access to, correct, or delete Personal Information that you have provided to us. Note that we may be required, by law or otherwise, to keep certain information, in which case we will comply with your deletion request only after we have fulfilled such requirements. When we delete Personal Information, it may remain in our archived data. We may also retain Non-Personal Information about use of the Site. Note that once we have disclosed Personal Information to third parties, we cannot guarantee the deletion or modification of such information by the parties to whom we made the disclosure.

10. Updates

In the future, we may change this Privacy Policy from time to time. If we do, we will post the revised Privacy Policy on this page and update the "Last Modified" date on the page. By continuing to use the Site following notice of such changes, you acknowledge such changes and agree to be bound by their terms and conditions.

11. Contact Information

If you have any questions or comments about this Privacy Policy or our privacy practices generally, please contact us at:

webmaster@ahcusa.com

If you believe your privacy rights have been violated, you may call, email or write to us as follows:
Alignment Healthcare USA, LLC, Attention: Privacy Officer 1100 W Town and Country Rd, Suite 1600 Orange, CA 92868

Report Online 24/7: www.reportlineweb.com/ahc

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Compliance Hotline toll-free and available 24/7: 844-215-2444

When you report, you may choose to disclose your identity or report anonymously. You may also file a complaint with the Office for Civil Rights ("OCR").

You may send your written complaint to: Office for Civil Rights U.S. Department of Health and Human Services 200 Independence Avenue, S.W. Washington, D. C. 0201 Voice Phone (877) 696-6775