

Humana Washington Privacy Notice

What is the Scope of this Privacy Notice?

The Washington My Health My Data Act (“MHMDA”) gives certain applicable consumers (“Consumers”) the right to know what information (referred to as “Consumer Health Data”) Humana and its affiliated entities (referred to collectively as “Humana,” “we,” “our,” or “us”), collect about them and how and for what purposes we use and share that information.

This Washington Privacy Notice (“Privacy Notice”) provides the information required under the MHMDA and applies to Consumers’ privacy rights relating to certain Humana online activities, including its website (<https://www.humana.com/>), and certain offline activities. [Note that Humana primarily collects personal health information regulated by the Health Insurance Portability and Accountability Act, the collection of that information is governed under the Humana Health Privacy Notice. Additionally, this Privacy Notice supplements and is incorporated into Humana’s above Privacy Policy.]

This Privacy Notice does not apply to Protected Health Information as that term is defined under HIPAA, nor does this Privacy Notice apply to data intermingled with such Protected Health Information.

Categories of Consumer Health Data We Collect

We may collect Consumer Health Data from you in a variety of different situations.

Category	Examples of Consumer Health Data We May Collect	Purpose for Collection
Direct and Personal Identifiers.	First and last name, Internet Protocol address (IP), email address and online identifiers.	We use this information to understand how you interact with our site to better improve it, to understand your preferences and interests, and to contact you.
Demographic Information	Gender, race, or other protected classification data.	We may use this information to provide you preliminary information about the Humana services.
Marketing Identifiers	Name, email address, and phone number.	We may receive your contact information as part of our marketing strategy from third parties. We use this information to contact you and market our services to you.

Sources of Consumer Health Data

We collect your Consumer Health Data in the following ways:

Directly From You, when you respond to an online form, sign up to receive emails, text messages, and/or postal mailings.

Through Our Use of Cookies and Other Automatic Data Collection Technologies, when you visit our websites, use our mobile applications, open or click on emails we send you, or interact with our advertisements. We or third parties we work with automatically collect certain information using technologies such as cookies, web beacons, clear GIF, pixels, internet tags, web server logs, and other data collection tools.

From Our Third Party Partners, including from third parties that we have partnered with for marketing purposes.

How We Use Consumer Health Data

We may use or disclose the Consumer Health Data we collect from you or about you to do one or more of the following:

Providing our Services

- To provide you non-insurance or health care products or services that may be of interest or at your request.
- To enable you to access and use our websites and mobile applications.

Communicating With You

- To communicate with you and to respond to your requests, questions, comments, and other inquiries.
- To understand what partner resources you use, if any, and to connect you to additional resources at your request.
- To send marketing and promotional materials, including information relating to our products, Services, sales, or promotions or those of a third party.

Analytics and Administration of Website

- To administer, maintain, evaluate, and improve our websites, mobile applications, and Services, and to develop new products and services.
- To conduct research and analytics related to our websites and Services, including combining any or all of the information that we collect or obtain.

Core Business Functions

- To manage our business operations, perform our obligations and exercise our rights under any agreement that you or your organization has with us.
- For other purposes with your consent, or as otherwise permitted or required by applicable law.

Legal Obligations

- We use Personal Information to comply with our legal or regulatory obligations, to establish or exercise our rights, and to defend against a legal claim.

Security and Fraud Prevention

- We use Personal Information to detect, investigate, prevent, or take action regarding possible malicious, deceptive, fraudulent, or illegal activity, including fraudulent transactions, attempts to manipulate or violate our policies, procedures, and terms and conditions, security incidents, and harm to the rights, property, or safety of Humana and our users, customers, employees, or others.

The Parties With Whom We Share or Otherwise Disclose Consumer Health Data

Humana may disclose your Consumer Health Data to a third party for a business or commercial purpose, including to our service providers and affiliates.

We share your Consumer Health Data with the following categories of third parties:

- Service providers/processors
- Affiliates
 - Arcadian Health Plan, Inc.
 - CarePlus Health Plans, Inc.
 - Cariten Health Plan, Inc.
 - CHA HMO, Inc.
 - CompBenefits Company
 - CompBenefits Corporation
 - CompBenefits Dental, Inc.
 - CompBenefits Direct, Inc.
 - CompBenefits Insurance Company
 - Dental Care Plus Management Corp.
 - DentiCare, Inc.
 - EmpheSys Insurance Company
 - EmpheSys, Inc.
 - Health Value Management, Inc.
 - Humana Benefit Plan of Illinois, Inc.
 - Humana Benefit Plan of South Carolina, Inc.
 - Humana Benefit Plan of Texas, Inc.
 - Humana Dental Company Humana Employers
 - Health Plan of Georgia, Inc.
 - Humana Health Benefit Plan of Louisiana, Inc.
 - Humana Health Company of New York, Inc.
 - Humana Health Insurance Company of Florida, Inc.
 - Humana Health Plan of Ohio, Inc.
 - Humana Health Plan of Texas, Inc.
 - Humana Health Plan, Inc.
 - Humana Health Plans of Puerto Rico, Inc.
 - Humana Insurance Company
 - Humana Insurance Company of Kentucky
 - Humana Insurance Company of New York
 - Humana Insurance of Puerto Rico, Inc.
 - Humana Medical Plan of Michigan, Inc.
 - Humana Medical Plan of Pennsylvania, Inc.
 - Humana Medical Plan of Utah, Inc.
 - Humana Medical Plan, Inc.
 - Humana Regional Health Plan, Inc.
 - Humana Wisconsin Health Organization Insurance Corporation

- HumanaDental Insurance Company
- HumanaDental, Inc.
- Independent Care Health Plan Texas
- Dental Plans, Inc.
- The Dental Concern, Inc.
- Third parties, including network advertisers and social media networks
- Government, regulatory, and law enforcement agencies and officials
- Third parties to comply with our general legal obligations
- Third parties for security and protection of rights
- Third parties that process your Consumer Health Data at your direction

The Categories of Consumer Health Data that We Share

We share or disclose all of the categories of Consumer Health Data that we collect, as disclosed above in the Categories of Consumer Health Data We Collect Section.

Your Privacy Rights

If this Privacy Notice is applicable to you, you have certain rights with respect to Humana’s use and disclosure of your Consumer Health Data:

- **Right of Access**
You have the right to confirm whether we are collecting, sharing, or selling Consumer Health Data about you and access such data, including a list of all third parties and affiliates with whom Humana has shared or sold the consumer health data and an active email address or other online mechanism that you may use to contact these third parties.
- **Right to Withdraw Consent**
You have the right to withdraw your consent with regards to our collection and sharing of your Consumer Health Data.
- **Right to Deletion**
You have the right to request that we delete your Consumer Health Data we collect from you.

If you choose to assert any of these rights under applicable law, we will respond within the time period prescribed by applicable law. Please note that you may be located in a jurisdiction where we are not obligated to fulfill a request and that many of the above rights may be generally subject to exceptions and limitations. If we are not able to provide the requested information or make the change you requested, you will be provided with the reasons for such decisions. Depending on where you are located, you may have the right to lodge a complaint with the relevant regulatory authority.

Your request must: (i) provide sufficient information that allows us to reasonably verify that you are the person about whom we collected the Consumer Health Data; and (ii) describe the request with sufficient detail that allows us to properly understand, evaluate, and respond to it. If we cannot verify your identity, we may ask you for additional information to verify your identity.

Right to Appeal

If you request an appeal of a denial of rights under the Washington My Health My Data Act and the appeal is denied, you may raise a concern or lodge a complaint with the Washington State Attorney General at www.ata.wa.gov/file-complaint.

Contact Humana

How do you contact Humana if you have any questions or concerns?

This website is maintained by Humana, 500 W. Main St., Louisville, KY 40202. Questions concerning this website can be directed to the appropriate Humana Customer Care representative listed on the **Customer Support** section of this website.

You may also contact us by:

- Emailing us at Privacyoffice@humana.com; or
- Calling us at 1-866-861-2762
- Humana
500 W. Main St.
Louisville, KY 40202