

CalCare IPA Website Privacy Statement

Last modified: 5/7/2018

This privacy statement applies to www.CalCareIPA.com ***and may change at any time.***

Data Collected

When you browse through www.CalCareIPA.com website, we use log files to gather and temporarily store a variety of information about your visit. The basic information we collect during your visit includes:

- The IP address you use to access the Internet;
- The date and time of your visit to our website;
- The pages and documents you viewed on our website;
- The type and version of your Web browser and operating system;
- Country (Geo)
- City
- Time of day
- How long you stayed
- Exit page
- Bounce rate
- New visitors vs. returning visitors
- Mobile vs. desktop vs. tablet
- Demographic info such as gender, age range
- Language
- Referrals (where the visitor came from)
- Internet Service Provider (Time Warner, Verizon etc.)

Demographic and Interest Data

CalCare IPA does not collect or aggregate demographic or interest data to sell to others.

Web Measurement and Customization Tools

CalCare IPA uses the specified software and features below to analyze and report site visits and participate in social media conversations:

- **Bit.ly:** CalCare IPA uses Bit.ly to shorten long URLs for use in email and social media messages. Bit.ly provides analytics on how many people clicked on the URLs distributed by CalCare IPA. Bit.ly analytics do not provide any personally identifiable information about the visitors who click the shortened links. The Bit.ly Privacy Policy is available at <http://bit.ly/pages/privacy>
- **Google Analytics:** CalCare IPA may employ tools provided by Google Analytics to support Display Advertising, including Remarketing, Google Display Network Impression Reporting, data collection via advertising cookies and anonymous identifiers, and/or Google Analytics Demographics and Interest Reporting. In general, this means that third-party vendors, including Google, may show CalCare IPA ads on sites across the Internet based upon visits to CalCare IPA websites. To implement these tools, CalCare IPA and third-party vendors, including Google, use first-party cookies and third-party cookies together to inform, optimize, and serve ads based on past visits to CalCare IPA websites. The Google Analytics Privacy Policy is available at <https://www.google.com/intl/en/policies/privacy/>

Cookies

Websites can automatically place small text files, known as “cookies,” on the computers of their visitors. So long as they do not expire or get deleted, cookies identify the unique browser used by the visitor. On each subsequent visit to the website, the visitor’s browser will retrieve the cookie, allowing us to aggregate the number of return visitors. CalCare IPA uses “cookies” to test and optimize our website design and content. We use two types of cookies on our websites:

- We use session cookies to gather data for technical purposes, such as improving navigation through our website and generating statistics about how the website is used. Session cookies are temporary text files that expire when you leave our website. When cookies expire, they are automatically deleted from your computer. We do not use session cookies to collect personal information, and we do not share data collected from session cookies.
- We use multi-session/persistent cookies, or persistent cookies, to customize our website for frequent visitors and to test variations of

website design and content. Multi-session cookies are cookies that are stored over more than a single session on your computer - to store username and password for instance. We do not use multi-session cookies to collect personal information, and we do not share data collected from multi-session cookies. Our multi-session cookies are set to expire no more than two years after your last visit to our website. After two years, they are automatically deleted from your computer. CalCare IPA is unable to identify an individual by using such technologies. Blocking multi-session or persistent cookies may affect the personalization of the information on our sites.

Website Security

This site is maintained by CalCare IPA. It is protected by federal laws. You can be arrested and prosecuted for violating these laws.

For site security purposes and to ensure that this service remains available to everyone, we use software programs:

- to monitor traffic,
- to identify
 - unauthorized attempts to upload or change information,
 - to disrupt services,
 - or otherwise cause damage.

In the event of law enforcement investigations and as part of any required legal process, information from these sources may be used to help identify an individual.

Contact

Please contact our compliance team to report issues concerning our website privacy operations.

Compliance hotline: 833-668-8638

Compliance email: ComplianceAH@agilonhealth.com