

Privacy Policy

Last Updated: September 17, 2024

We are committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you interact with our agency. We take your privacy seriously and strive to comply with all applicable laws and regulations concerning the protection of personal information, including the Health Insurance Portability and Accountability Act (HIPAA) and other relevant healthcare privacy laws. Please read this Privacy Policy carefully to understand how we handle your personal information. By accessing or using our services, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We may collect and maintain the following types of personal information when you engage with our Medicare agency:

- a. Personal Identifiable Information (PII): • Name • Address • Date of birth • Social Security Number • Medicare and health insurance information
- b. Health Information: • Medical history • Health conditions • Prescription and treatment information
- c. Contact Information: • Email address • Phone number

2. How We Use Your Information

We may use your personal information for the following purposes:

- a. Provide Services: To facilitate your enrollment in Medicare and provide you with related healthcare services.

- b. **Verify Eligibility:** To determine your eligibility for Medicare and related benefits.
- c. **Billing and Payment:** To process payments for Medicare plans and services.
- d. **Communication:** To send you important information about your Medicare coverage, updates, and other relevant communications.
- e. **Customer Support:** To respond to your inquiries and provide customer support.
- f. **Improve Services:** To analyze and improve our services, including the development of new programs and offerings.
- g. **Legal Compliance:** To comply with legal and regulatory requirements, including reporting obligations to government agencies.

3. How We Protect Your Information

We take the security of your personal information seriously and employ reasonable administrative, technical, and physical safeguards to protect it from unauthorized access, disclosure, alteration, or destruction.

We restrict access to your personal information to authorized employees and agents who need it to perform their duties.

4. Sharing Your Information

We may share your personal information with third parties in the following circumstances:

- a. **Service Providers:** We may share your information with third-party service providers who assist in carrying out our services, subject to appropriate contractual safeguards.
- b. **Legal Requirements:** We may disclose your information as required by law, regulation, or legal process.
- c. **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our agency, your personal information may be transferred to the acquiring entity.
- d. ***No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.***

5. Your Rights

You have certain rights regarding your personal information, including the right to access, correct, and delete your information, as well as the right to opt-out of certain communications. To exercise these rights, please contact us using the contact information provided on the website.

6. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post the updated Privacy Policy on our website and notify you of any significant changes.