

LONG-TERM CARE DATA COOPERATIVE PORTAL PRIVACY POLICY

The terms “AHCA,” “we,” “our,” and “us” include AHCA/NCAL Solutions, LLC and the Long-Term Care Data Cooperative.

This Privacy Policy explains how we collect, use, disclose, and secure information we obtain through the Long-Term Care Data Cooperative Portal (the “Service”) from and about you. This Privacy Policy applies to the Service only and does not relate to AHCA’s website or other information collection.

HOW WE COLLECT AND USE YOUR INFORMATION

Your Submissions Through the Service. We collect the following information that you provide when you create an account, use the Service, or when you contact us.

- **Personal Identifiers.** To access the Service, you must register for an account. When you register for an account, you may need to provide identifiers about yourself and/or the Organization you are working for or with, such as your name, Organizational email address, phone number, and your Organization’s name. You may also provide other optional information. We use this information to provide the Service, for security purposes, and as legally permitted by applicable law.
- **Information You Provide Using the Service.** We collect information about your use of the Service. We may use information you provide through the Service for internal and service-related purposes and to improve the Service and our products and services.
- **Anonymous or Aggregated Information.** We anonymize and/or aggregate data collected through your use of the Service and use it for internal business purposes. We will maintain and not attempt to re-identify such anonymized and/or aggregated data.
- **Communications With Us.** We collect information about you through your communications with our customer-support team or through other communications with us. We may send emails to the email address you provide to us to verify your account and for informational and operational purposes, such as account management, customer service, system maintenance, and other Service-related purposes.

From Your Organization. We may receive information about you from the Organization by which you are employed or engaged, for whose benefit you are using the Service and that authorized your account (“Organization”). Information received about you from your Organization is used in accordance with the agreement we have in place with your Organization.

Automatic Data Collection: Cookies and Related Technologies. When you visit or use the Service, our subcontractors, such as Exponent, Inc. and its analytics provider Amazon Web Services, collect certain information by automated means. Such means include the use of cookies, web beacons and web server logs, and other similar technologies. We may use such technologies to collect personal identifiers (such as your IP address), information about your device (such as your device ID), and information about usage (such as memory needed to run computational analysis, space for data storage, number of logins, and date/times of logins). By using the Service, you consent to the placement of cookies, beacons, and other similar technologies in your browser in accordance with this Privacy Policy. We may use this

information, for example, for budgeting and billing purposes and to determine how many users have visited particular pages, viewed particular content, or opened messages or alerts, and we may also use such information to improve the performance and features of the Service and to enforce our service terms, prevent malicious conduct, and for anti-fraud and security purposes. We may link this data to your profile.

You may be able to change a web browser's settings to block and delete cookies when you access the Service through that web browser. However, if you do that, the Service may not work properly; also, we will still receive basic information (such as last URL visited) when you navigate to the Service. The Service does not respond to browser do-not-track signals.

HOW AHCA MAY DISCLOSE YOUR INFORMATION

We may provide third parties with the personal information we collect (as described above) for our business purposes to assist us in providing services to you.

Vendors and Service Providers. We share information we receive with vendors and service providers that perform services for us, such as Exponent, Inc. and other web and database hosting services. We require that vendors and service providers use information we share only for the purpose of performing services for us, and we also require assurances that they will appropriately protect information shared with them.

Your Organization. We may share the information we receive with your Organization. Contact your Organization to learn about how it handles your information.

Other Sharing. We may share information as described under "How We Collect and Use Your Information" above and for other business purposes as otherwise explained in this Privacy Policy.

Legal and Similar Disclosures. We may access, preserve, and disclose your information, if we believe doing so is required or appropriate to: comply with law enforcement requests and legal process, such as a court order or subpoena; respond to your requests; comply with the law; or protect your, our, or others' rights, property, or safety.

Merger, Sale, or Other Asset Transfers. If we are involved in a (proposed or actual) merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another provider, your information may be disclosed in connection with the negotiation of such transaction, and/or sold or transferred as part of such a transaction as permitted by law and/or contract.

With Your Permission. We may also disclose your information with your permission.

INFORMATION SECURITY

We take steps in an effort to treat your information securely and in accordance with this Privacy Policy. Unfortunately, the Internet cannot be guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information you provide to us.

LINKS TO THIRD-PARTY WEBSITES

The Service may contain links to other websites, and other websites may link to the Service. This Privacy Policy does not apply to personal information that you submit to the websites of our business partners or any other third parties or that are collected by them from you, even if those third-party websites are linked to our Service. We are not responsible for the privacy practices of such other websites. When you visit another website – via a link from the Service or otherwise – you should review the privacy policy of that other website. This Privacy Policy applies solely to information provided or obtained on our Service.

NOTIFICATION OF CHANGE TO THE PRIVACY POLICY

We reserve the right to modify this Privacy Policy. Whenever we decide to change this Privacy Policy in a material manner, notice of the change will be posted on the Service for a reasonable period of time or provided to you using other means. Nevertheless, you should review the Privacy Policy from time to time to be sure you are aware of the most recent version. Please be assured that we will only use information in accordance with the Privacy Policy in effect at the time the information was collected, unless we receive your consent.

HOW TO CONTACT US WITH QUESTIONS

Questions, comments, and feedback are very important to us. If you have questions about this Privacy Policy please contact us at:

Long-Term Care Data Cooperative
1201 L Street, N.W.
Washington, D.C. 20005
Email: LTCDDataCooperative@AHCA.org

Effective Date: July 2023