

PRIVACY POLICY

This Privacy Policy is effective as of January 13, 2011. Your prior activities on the site may have been governed by an earlier version of the Policy.

This Policy describes how we, First American Administrators, third party Administrators for Humana, handle information we learn about you from our website. If you have questions or wish to contact us about the Policy, direct inquiries to:

Privacy Office
First American Administrators
4000 Luxottica Place
Mason, Ohio 45040
Phone: 513-765-4321
Email: privacyoffice@luxotticaretail.com

WHAT INFORMATION DO WE COLLECT?

As a third party administrator for Humana, Humana will pass to us encrypted data containing your Member and Plan ID. This is to allow us to uniquely identify you and retrieve your specific information.

An email address will be requested from you if you choose to submit a question/receive an answer from our company support center.

In addition, for each visitor to our site, we automatically gather certain information and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We collect and store this information on an individual basis and in aggregate, or combined, form. We also collect both user-specific and aggregate information on what pages visitors' access or visit. This information is used for internal purposes only. Its use is described below.

HOW DO WE USE THIS INFORMATION?

We use the personal information passed to us from Humana to securely retrieve your member, benefit and claim information which is stored on our system. Upon leaving our site, we will provide back to Humana your encrypted Member and Plan ID.

Emails you provide to our support center will be used solely to respond to your question. This information will not be shared or sold.

Information stored in log files is used to analyze trends, to administer the site, to track users' movements around the site, and to gather demographic information about our user base as a

whole. We use this information to improve the content of our web pages, and to customize the content and layout of our pages. All of this is done with the intention of making our site more useful to visitors.

We do not rent or sell such information to any third parties.

COOKIES

We use both session cookies and persistent cookies on this website. A cookie is a small text file that is stored on a user's computer for record-keeping purposes. If you reject cookies, you may still use our site, but your ability to use some areas of our site will be limited.

We use session cookies to make it easier for you to navigate our site. We use session cookies to record session information, such as which web pages a user has visited, and to track user activity on the site. We also use session cookies to store any passwords used on the site (such as a password associated with a user account), so you don't have to enter it more than once per session. Session cookies expire when you close your browser.

We use persistent cookies to track and target the interests of our users to enhance the experience on our site. Persistent cookies remain on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your browser's "help" file.

COLLECTION AND USE OF HEALTH INFORMATION

We are required by applicable federal and state law to maintain the privacy of your health information. Please see our [HIPAA Privacy Statement](#) for information on our privacy practices, our legal duties, and your rights concerning your health information. Any health information we collect from you on this site will be handled in accordance with the terms of our HIPAA Privacy Statement.

SECURITY

Protection of your personal information is important to us. We follow generally accepted industry best practices to protect the personal information submitted to us, and to guard that information against loss, misuse or alteration.

Please note, however, that no method of transmission over the internet, or method of electronic storage, is 100% secure. Therefore, while we use commercially-reasonable means to protect your personal information, we cannot guarantee its absolute security.

THIRD PARTY SITES

This Policy applies only to information collected by this website.

From time to time, this website may link you to other sites ("Linked Sites") that are not owned by First American Administrators. We do not control the collection or use of any information, including personally-identifying information that occurs during your visit to the Linked Sites. Further, we make no representations about the privacy policies or practices of the Linked Sites,

and First American Administrators is not responsible for the privacy practices of these Linked Sites.

Be careful of disclosing any of your personally identifiable information when leaving our site. We encourage you to be aware when you leave our site and to read the privacy statements of each and every website that collects personally identifiable information.

CHANGES TO THIS POLICY

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our Policy. If our information practices change materially at some time in the future, we will post the changes to our website and revise our Policy accordingly. In addition, if we have collected personally-identifying information from you, we will notify you about the changes and secure your consent prior to making use of your information in new ways.

QUESTIONS/CONCERNS

If you believe that this site is not following its stated information policy, you may contact us at the above postal address, email address, or telephone number.