

Unless you expressly give us permission in writing to do so, Community First will not sell, rent, license, or trade your personal information other than as specified in this Privacy Policy.

Disclosures to Third Parties Assisting In Our Operations.

Community First may share your personal information under confidentiality agreements with other companies that work with, or on behalf of,

request an amendment to your PHI, and how to file a privacy complaint. Please refer to the [Notice of Privacy Practices](#) for more information.

Community First also complies, as applicable, with other federal and state laws and regulations governing confidentiality and security of your information. Any uses or disclosures of your information will be made in compliance with applicable federal and state law restrictions.

Users of Community First's Secure Services understand that the confidentiality of personal information is protected by federal and state law. By using Community First's Secure Services, you represent to Community First that you are either (i) the individual to whom this account pertains, or (ii) legally authorized under applicable law to receive health care information regarding, and to make healthcare decisions for, the individual to whom this account pertains (for example, as the parent, legal guardian or legal custodian of such individual).

Community First offers Marketplace plans. If you wish to enroll in a Community First Marketplace plan you must complete an enrollment application and provide certain personally identifiable information ("PII"). Your responses on the application will only be used to determine eligibility for health coverage or help paying for coverage. If you do not provide the PII requested in the enrollment application, you will not be enrolled in a Community First Marketplace plan.

As part of the application process, the Marketplace may need to retrieve your information from the Internal Revenue Service (IRS), Social Security, the Department of Homeland

partner using its website, your activity will also be governed by their security and privacy policies. You may request that we limit the collection, creation, disclosure, access, maintenance, storage and use of your PII submitted through our EDE partner for the sole purpose of our assisting you in applying for health insurance or obtaining an eligibility determination, facilitating payment for your first premium, assisting you in updating or canceling your enrollment in a health insurance plan, and for performing other authorized functions specified in our agreements with CMS. You may request such a limitation by sending an email to Privacy@cfhp.com.

You should also be aware that when you visit our Sites, Community First may collect certain information that does not identify you personally, but provides us with "usage data," such as the number of visitors we receive or what pages are visited most often. This data helps us to analyze and improve the usefulness of the information we provide on these websites.

Like most commercial website owners, we may also use what is known as "cookie" technology. A "cookie" is an element of data that a website can send to your browser when you link to that website. It is not a computer program and has no ability to read data residing on your computer or instruct it to perform any step or function. By assigning a unique data element to each visitor, the website is able to recognize repeat users, track usage patterns and better serve you when you return to that site. The cookie does not extract other information about you, such as your name or address. Most browsers provide a simple procedure that will enable you to control whether you want to receive cookies by notifying you when a website is about to deposit a cookie file.

On some pages of the Sites there may also be use of action tags, sometimes referred to as web beacons or 1x1 pixel graphics interchange format ("GIF") images. Such tags are used to monitor and assess the effectiveness of promotions and marketing. These tags work in combination with cookies, but do not collect or contain any personal information. Community First may use pixels or other online tracking technologies to collect personal information about visitors on certain Sites. This information may include demographic or technical information, and/or web browser data, such as your IP address and browsing behavior. We may also use your information in order to provide information or advertising to those visitors about certain Community First services, benefits plans, and/or provider networks.

The Sites may contain links to other websites. Please be aware that Community First is not responsible for the privacy practices of such other websites. When you connect to a website that is linked to our Sites, we encourage you to read the privacy statements of that website. This Privacy Policy applies solely to information collected by the Sites.

Some Internet browsers include the ability to transmit "Do Not Track" signals. Since uniform standards for "Do Not Track" signals have not yet been adopted, Community First does not process or respond to "Do Not Track" signals.

Under Age 18

Minors under 18 years of age who are not members of a Community First Health Plans may have the personal information that they have provided to Community First through the Sites deleted by sending an email to Privacy@cfhp.com requesting deletion. Please note that, while we make reasonable efforts to comply with such requests, deletion of your personal information does not ensure complete and comprehensive removal of that data from all systems.

Community First retains personal information of visitors to the Sites to the extent required by applicable law, government contracts and in accordance with its data retention and destruction policy. We securely destroy such personal information when applicable retention periods have expired.

This Privacy Policy may be revised from time to time as we add new features and services, as laws change, and as industry privacy and security best practices evolve. We display an effective date on the policy in the bottom left corner of this Privacy Policy, following the Terms & Conditions of Use, so that it will be easier for you to know when there has been a change. If we make any change to this Privacy Policy regarding use or disclosure of personal information, we will provide advance notice on the Sites. Small changes or changes that do not significantly affect individual privacy interests may be made at any time and without prior notice.

Community First uses reasonable and appropriate security measures to safeguard the information that has been collected from you via the public Sites or Secure Services.

Among the measures that Community First has implemented for its websites and mobile applications are administrative, physical and technical safeguards. However, you should know that no website operator, including Community First, can fully eliminate security risks associated with personal information. While Community First has endeavored to create secure and reliable Sites for users, the confidentiality of any communication or material transmitted to/from the Sites or via e-mail cannot be guaranteed.

If you have any questions inquiries or issues regarding this Privacy Policy, please contact us at the following:

Email: Privacy@cfhp.com

Mail: Community First Health Plans, Inc.

Attn: Privacy Officer

12238 Silicon Drive, Suite 100

San Antonio, Texas 78249

The information and materials on the Sites are provided for general informational purposes. You may use the Sites solely for the purposes of learning about (i) Community First's Health Plans or (ii) other Community First products or services. You may not use, reproduce or distribute the text, graphics, downloads, tools or any other content on the Sites for any other purpose.

By visiting the Sites or sending emails to Community First, you consent to receive communications from us electronically. We will communicate with you by email or by posting notices on the Sites. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

You agree to indemnify, defend, and hold harmless Community First, its officers, directors, employees, agents, licensors and suppliers from and against all losses, expenses,

The information contained in the Sites is general in nature and is intended for educational purposes only. It is not a substitute for the advice of health care professionals. If you have specific health care needs, or for complete health information, please see a doctor or other health care provider or call 911 in the case of an emergency.

Community First may assign its rights and duties under these Terms of Use to any party at any time without notice to you.

These Terms, along with our Privacy Policy, constitute the entire agreement between you and Community First regarding the use of the Sites. If any part is found invalid, it does not affect the validity of the remaining terms.

Community First does not endorse third-party content on social media. Users may not post unlawful, defamatory, or infringing content, and Community First reserves the right to remove inappropriate posts. By posting, you grant us a nonexclusive, royalty-free license to use the content on the Sites for health care purposes.