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## TML IEBP's Website Privacy Statement

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TML MultiState Intergovernmental Employee Benefits Pool (IEBP) recognizes and respects your desire to protect the privacy of your personal information. TML IEBP protects the information we receive from our online visitors from unauthorized access and use by following established security standards and by continually evaluating new technologies to safeguard your information. This notice describes how IEBP protects information gathered on its website and ensures that this information remains confidential and secure.

### **Types of information collected on IEBP's website:**

- **Tracking Information:**  
Our web server automatically captures your domain name, the IP address of the web page from which you entered our site, the pages you visit on our site and the amount of time you spend on our site. We use this information to compile website statistics, allowing us to monitor trends and track site usage.
- **Personal Information:**  
Some sections of our website may ask users to provide personal information such as Social Security numbers, addresses, or dependent information. During transmission, this information is protected by Secure Socket Layer encrypting software. The personal information collected on our website is used to service your accounts.

### **How We Protect Your Personal Information:**

All personal information that you provide to IEBP is kept confidential and secure. Only IEBP staff and certain external business associates who need to know your information in order to service your account (for example, claims analysts and member service representatives) are allowed to access your information. Our staff understands the importance of keeping your personal information private and they are trained on the proper procedures to maintain confidentiality.

### **Sharing your Personal Information:**

It may be necessary for IEBP to provide information to contracted, external business associates so they can respond to your inquiries and provide you with services on IEBP's behalf. IEBP's business associates may use the information they receive from us only for purposes approved by IEBP. External business

associates may include, our attorneys, our accountants, our auditors, health care providers, third party administrators, insurance agents or brokers, other insurers, companies with whom we have disease management agreements, consumer reporting agencies and law enforcement or regulatory authorities.

Except as noted above, we will not release personal information to any other party unless required or permitted to do so by law. We will not sell, rent or license any personal information you provide to IEBP.

**Cookies:**

In order to provide you with the best possible service and with information relevant to you, IEBP may place a cookie on your computer that allows us to provide you a more customized user experience. We DO NOT use cookies to track your activity on third party websites or to send unsolicited email. Keep in mind that cookies do not identify a specific user and are not used to collect any personal information.

**Your Membership Information Is Protected**

Protecting the privacy and confidentiality of your personal information is a priority for IEBP. We are committed to maintaining the highest level of security for your personal information, including any information received from the myHealth Portal. To achieve this, IEBP has adopted and adheres to security standards designed to protect your information against accidental or unauthorized access or disclosure. IEBP has implemented appropriate security measures to protect your information against loss, misuse or alteration. Among the safeguards that TML IEBP has developed for this website are administrative, physical and technical barriers that, together, protect any information stored on the myHealth Portal.

**Email:**

Please be aware that when you send an email message from an unsecured area of our website (unlike those areas that require a user ID and password), your email can be viewed by other Internet users while it is in transit. For this reason, please do not use unsecured email to send information to us that you consider to be confidential. For example, if using unsecured email, do not include in your message social security numbers or birth dates. Secured email is available through the myHealth Portal. Also, you may call an IEBP member service representative at 1-800-282-5385, Monday through Friday, 8:30 a.m. to 5:00 p.m. Central Time.

**Links to Other Websites:**

Our website contains links to other websites not owned or operated by IEBP, that we think might be useful or of interest to you. If you choose to visit another website from a link on this website, please understand that you are leaving IEBP's website and IEBP cannot be responsible for the privacy practices of the other website owners. We encourage you to look for and review the privacy practices of any linked website that you visit.

**Additional Information:**

We may amend this Privacy Statement whenever needed. We will display a notice on IEBP's website whenever this Privacy Statement has been changed. Please check this Privacy Statement periodically.

By using this website, you agree to the terms of this Privacy Statement. If you have any questions about this Statement, please contact IEBP at:

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