

STATE CONSUMER PRIVACY NOTICE

This State Consumer Privacy Notice applies to residents of California and sets forth their rights under their respective state’s comprehensive privacy laws.

This State Consumer Privacy Notice supplements our Privacy Policy. It explains what Personal Information (PI) we collect about you, where and from whom we obtain it, why we collect it, and your respective state rights regarding it. If you are a California resident, this notice applies to any PI that we collect about you.

PI We Collect and Disclose for Business Purposes

In the preceding twelve (12) months, we may have collected the following PI about California residents, and have disclosed/shared it for the business purposes described as follows:

Category of PI	Examples	Collected	Categories of Third Parties to Which We Disclose PI for Business Purposes	Shared for Advertising Purposes	Categories of Third Parties with Which We Share PI for Advertising Purposes
Some Personal Information included in the categories below may overlap with other categories.					
Identifiers	A real name, an alias, postal address, email address, business email address, phone number, organization name, national provider identifier (NPI), state license(s), medical license(s), board certification, specialty, hospital/facility affiliation, medical group, languages spoken, accepting new patients, office accessibility, degree, or other similar identifiers.	Yes	Vendors, National Practitioner Data Bank.	No	None
Personal information categories	A name, signature, insurance policy number, education, employment or employment history, or any other financial	Yes	Vendors, National Practitioner Data Bank.	No	None

	information, medical information, or health insurance information.				
Protected classification characteristics	Age, gender, citizenship, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions).	Yes	Vendors, National Practitioner Data Bank.	No	None
Sensitive personal data categories	Government-issued identification number.	Yes	Vendors, National Practitioner Data Bank.	No	None
Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	No	None	No	None
Biometric information	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	No	None	No	None
Internet and/or network activity	Browsing history, search history, information on a consumer's interaction with a	No	None	No	None

	website, application, or advertisement.				
Geolocation data	Physical location or movements.	No	None	No	None
Sensory data	Audio, electronic, visual, thermal, olfactory, or similar information.	No	None	No	None
Professional or employment-related information	Current or past job history or performance evaluations.	No	None	No	None
Education information subject to the Family Educational Rights and Privacy Act	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	No	None	No	None
Inferences drawn from other personal information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	No	None	No	None

We will retain the foregoing categories of PI consistent with our internal record-retention policies and for as long as is necessary to provide products and services to you or as required by law.

PI does not include:

- De-identified or aggregated consumer information
- Publicly available information from government records
- Health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data

- PI covered by other privacy laws, including: The Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA), the California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994

Categories of Sources of PI

We obtain the categories of PI listed above from:

- You or your authorized agent,
- Service providers,
- Affiliates,
- Publicly available information,
- Organizations with which you are employed or affiliated, or
- Activity on our apps and websites.

Collection from these sources may occur online, in person, via paper or other electronic means, and may occur automatically where state law permits such profiling absent an explicit request to opt-out.

Why We Collect PI

We collect your PI for one or more of the following business purposes:

- To respond to an email or particular request from you
- To communicate with you
- To personalize services for you
- To process an application as requested by you
- To administer surveys and promotions
- To provide you with information that we believe may be useful to you, such as information about products or services provided by us or other businesses
- To perform analytics and to improve our products, websites, and advertising
- To comply with applicable laws, regulations, and legal processes
- To protect someone's health, safety, or welfare
- To protect our rights, the rights of affiliates or related third parties, or take appropriate legal action
- To keep a record of our transactions and communications
- To detect and protect against security incidents
- To debug to identify and repair errors
- As otherwise necessary or useful for us to conduct our business, so long as such use is permitted by law

Sharing Your PI

In the preceding twelve (12) months, we have not sold any PI.

Third parties are not allowed to use or disclose your PI other than as specified in our contract and as permitted by law.

If we seek to use your PI for a materially different purpose than we previously disclosed in this notice, we will notify you and will not use your PI for this new purpose without your explicit consent.

Sensitive Personal Data

We only process Sensitive Personal Data to render services or offer products to you.

Your Rights

1. You have the right to request that we disclose certain information to you about our collection and use of your PI. Once we receive and confirm your verifiable consumer request, we will disclose to you:
 - What PI we collect about you
 - Where and from whom we collect PI about you
 - Our business purpose for collecting PI about you
 - The types of third parties with whom we share your PI
 - The specific pieces of PI we collect about you, in a readily-usable format—note that we will not disclose your actual Social Security number, driver's license number or other government-issued identification number, financial account number, any health insurance or medical identification number, an account password, or security questions and answers
 - The types of PI that we disclosed about you for a business purpose, and the categories of third parties to whom we disclosed your PI
2. You have the right to be informed about the PI that we collect about you at the time that or before we collect it. This is that notice.
3. You have the right to request that we delete any PI about you that we have.
4. You have the right to request a correction of any inaccurate information in the PI we collect about you.
5. You have the right to stop us from sharing your PI to display advertisements to you based upon your activities, preferences, and interests.
6. If we use your sensitive PI for purposes other than to render services or offer products to you, you will have the right to request that we limit the processing of your sensitive PI.
7. You will not be discriminated against or penalized for exercising your rights to your PI, and we will honor your rights by not:
 - Denying you services,
 - Charging you different prices or rates for services,
 - Imposing penalties, or
 - Providing you with a different level or quality of services.
8. Applicable law may require or permit us to decline your request. If we decline your request, we will tell you why and you may appeal this decision (see additional information in Appeals section below).

How to Exercise Your Rights

- You may exercise your rights by calling us at 800-638-3120 or contacting us at credentialingspectera@uhc.com.
- You may be required to submit proof of your identity for these requests to be processed.
- We will not be able to comply with your request if we are unable to confirm your identity.
- You may designate an authorized agent to make a request on your behalf subject to proof of identity and authorization.

Timing

- We will acknowledge receipt of your request within 10 days of receipt of your submission. You will receive our response to your request within 45 days of your request, unless we provide you with notice that it will take more than 45 days to respond (in that case, we won't take more than 90 days to respond).

Appeals

- If the business denies any of your requests, you may appeal by calling us at 800-638-3120 or contacting us at credentialingspectera@uhc.com. We will respond to your appeal within 45 days of receipt, unless we notify you that we will require an additional 15 days to respond.
- If you remain concerned about the result of that appeal, you may contact the attorney general in your state of residency.

Changes

We will review this notice annually and update it from time to time. Any changes will be posted on this page and will become effective as of the "Last Revised" date. We encourage you to review this notice periodically to be sure you are aware of those changes.

Last Revised: December 16, 2022