

## Privacy Policy

Your privacy is very important to us, so at Ocala Family Medical Center, we carefully guard your confidential, individual-identifiable information (commonly referred to as your "personal information"). Personal information includes information that identifies you, such as your name, address, telephone number, e-mail address, social security number and date of birth, and information related to your health status, such as pharmacy and medical claims data, when coupled with one of the identifiers. Ocala Family Medical Center obtains your personal information through its administrative, clinical management, network services and various services related to health plans, insurance policies and workers' compensation claims, through corporate activities (such as investor and public relations), and also when you send it to us (through this web Site or otherwise). We limit our collection and use of information to the minimum required to deliver and inform you about your full service medical center, as we strive to promote quality, cost-effective care.

Because maintaining your trust is a fundamental part of our business, we protect your personal information through a combination of security mechanisms:

- We use logins for certain limited-audience sites, and passwords for certain sites where authentication of online users is essential;
- We use secure servers, firewalls and encryption technology to protect electronic transmissions and help prevent unauthorized users from accessing Ocala Family Medical Center servers, and notify you when such protections are not in place;
- We require any organization that provides support services to Ocala Family Medical Center to maintain the confidentiality of your personal information, and reserve the right to audit them for compliance. Hospitals, doctors and other health care providers, Ocala Family Medical Center clients, business partners and vendors and other third parties who choose to submit confidential information through this web Site remain responsible for obtaining any necessary legal consent to transmit the information to Ocala Family Medical Center through this web Site and by traditional communication methods; and
- We provide training to our employees in the proper handling of personal information, and limit access to employees who have a legitimate need-to-know.

Please note that Ocala Family Medical Center does not guarantee the confidentiality of any communication or material sent to/from Ocala Family Medical Center through this Site. Ocala Family Medical Center undertakes to comply with all health information privacy laws that apply to us.

Consistent with our respect for you and your privacy, we will not use or share your personal information for purposes other than treatment, payment or health care operations (including, but not limited to, quality assessment, fraud detection, regulatory and mandatory legal activities), or for purposes about which you are notified. Ocala Family Medical Center will also use your personal information to:

- Customize the content of our web Site for individual visitors, upon the individual's request;
- Inform individual visitors about their own personal information (or information of others, such as family members or patients they are authorized to view), upon the visitor's request in person at one of the clinics;

- Improve the services made available on the web Site;
- Identify visitors to respond to their requests (or in case they forget or misplace their password); and
- Provide full medical services which include but not limited to Family Practice, Internal Medicine, Cardiology, Gynecology, Imaging, Diagnostics and related quality assessment, fraud detection, regulatory and mandatory legal activities, as well as to contact you periodically about our available services. If you do not wish this periodic contact, please call or write to Ocala Family Medical Center about your wishes; your decision will not affect your eligibility or health care services.

Ocala Family Medical Center does not sell, lease or license your personal information to other companies. Ocala Family Medical Center may, in its sole discretion, use what is known as "cookie" technology. A "cookie" is a data element sent to your browser by a web site when you link to that web site. By assigning a unique data element to each visitor, the web site is then able to recognize repeat users and track usage patterns to better serve visitors when they return to that web site and to improve the performance and content of our Site. The cookie does not extract personal information, and most browsers provide a simple procedure that enables users to control whether they want to receive cookies or notifies them when a web site is about to deposit a cookie file. Ocala Family Medical Center may collect aggregate, anonymous information to help diagnose problems with our server, to measure the use of our web Site content, to administer our web Site or for future commercial value.

Ocala Family Medical Center strives to protect the control of this Site, within the constraints of current internet technology. However, the e-mail facilities at this Site do not provide a means for completely secure and private communications. Like most, if not all, non-encrypted internet e-mail communications, your e-mail may be accessed and viewed by other internet users, without your knowledge and permission, while in transit to Ocala Family Medical Center. For that reason, to protect your privacy, please do not use e-mail to communicate information to Ocala Family Medical Center that you consider being confidential unless your email is protected by 128-bit encryption by use of a certificate or password. If you wish, you may contact Ocala Family Medical Center instead via telephone at the numbers provided at various locations on this Site or, fax. You agree that any comments, suggestions or other information sent to Ocala Family Medical Center by way of this Site is provided without restriction or obligation on Ocala Family Medical Center and Ocala Family Medical Center will be free to use such information on an unrestricted basis, except as described above with respect to "personal information."

You also agree to use this Site and submit information at your own risk, and that Ocala Family Medical Center has no liability with respect to any unauthorized access by third parties, including, but not limited to, hackers. You are responsible for whatever material you submit, and you, not Ocala Family Medical Center, have full responsibility for any submitted message, including its legality, reliability, appropriateness, originality, and copyright. If Ocala Family Medical Center issues you a user-ID, login, password or other form of user identification feature to access a Ocala Family Medical Center web Site, you are expressly liable for any use by anyone using your ID, whether or not you authorized the use; you must guard it carefully. You agree to notify Ocala Family Medical Center of any unauthorized use of your password. Remember, logging off may prevent another

person from altering your user file or submitting information as if they were you, but logging off may not prevent another from seeing your previous information. To ensure privacy, please be sure to close your browser completely when finished with this web Site.

If our privacy policy changes with respect to the information we collect through our web Site or our use of information you volunteer to us, we will post the changes to our web Site. Ocala Family Medical Center includes Ocala Family Medical Center, Inc. and its agents, affiliates and subsidiaries.

Use of this Site is also subject to additional Terms and Conditions. Please read carefully before using.