



# CHA

# Cambridge Health Alliance

## **Privacy and Security on the Cambridge Health Alliance Web Site**

Cambridge Health Alliance is committed to protecting the privacy of its online users: patients, families, donors, the media, and others. We only collect personally identifiable information about individuals when it is knowingly provided. We do not share voluntarily provided, personally identifiable information for any purpose other than its intended use.

Cambridge Health Alliance believes that privacy on the Web is important, and we encourage you to read our privacy policy so you can understand how and why we collect information. In this section, we've tried to answer common questions and concerns as honestly as we can. If you don't find your concern addressed here, or just want to talk to us, feel free to contact us.

The Cambridge Health Alliance web site ([www.challiance.org](http://www.challiance.org)) contains links to other Web sites that we think may be of interest to our visitors. These other sites have their own privacy practices, and the Cambridge Health Alliance privacy statement does not apply to these other sites.

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### **When you visit our website, what information do we gather about you?**

There is a limited amount of information *any* website can know about its visitors without explicitly asking them questions. The information available to a website falls roughly into these categories:

#### **Information provided explicitly by you, the visitor:**

The Cambridge Health Alliance site collects only the data necessary for a specific transaction. This information is used only for the purpose intended and is never shared with any parties outside of Cambridge Health Alliance except as required by law.

#### **Usage tracking:**

Cambridge Health Alliance tracks user traffic patterns throughout our Web site. However, we do not correlate this information with data about individual users. Cambridge Health Alliance does break down overall usage statistics according to a user's domain name, browser type, and MIME type by reading this information from the browser string (information contained in every user's browser).

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### **What do we do with that information?**

#### **We don't keep any confidential information on the Web.**

For privacy and security reasons, we don't keep any personally identifiable information about our patients on the Web server. This ensures that if someone, somehow, breaks into our Web server, they cannot find any confidential information about you.

We use tracking information to determine which areas of our site users like and don't like based on usage patterns. Cambridge Health Alliance does not track what individual users read, but rather how well each page performs overall. This helps us continue to build a better service for you.



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Cambridge Health Alliance uses the information you provide to fulfill your online request, facilitate customer service, and inform you of our programs and events. We do not rent, sell or otherwise provide visitors' personal information to third parties, such as marketers. We do not share any third-party or personally identifiable information you provide with gifts in honor or memory of a loved one. We do not share any personally identifiable information we may collect in surveys.

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### **What about session tracking and "cookies"?**

A cookie is a small data file that certain Web sites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the site uses to track the pages you've visited. But the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. Cambridge Health Alliance may use cookies to allow users to search databases and navigate between databases intelligently.

For example, let's say you have searched the database of providers and are reading about a doctor at Somerville Hospital Primary Care. Now you want to learn more about Somerville Hospital Primary Care, including office hours and directions. By using cookies, we can link you directly to that information, without you having to perform another search in another database. In other words, we need a way of keeping track of website sessions rather than merely page requests. Cookies, which are small pieces of information stored on your computer, help do just that.

All cookies created when you visit the Cambridge Health Alliance Web site are deleted by the end of your session. If you've set your browser to warn you before accepting cookies, you will receive the warning message with each cookie.

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### **Interacting via e-mail with Cambridge Health Alliance**

We read every message that comes to us. We also try to respond by the next business day.

We DO save a copy of any message that we think may require follow-up. We will forward messages as appropriate, but only to Cambridge Health Alliance staff. Please do not e-mail patient health information, as that information is confidential and should only be discussed with your physician.

Please remember that email messages are not encrypted, and therefore cannot be assured of privacy until they reach their destination at Cambridge Health Alliance.

We DON'T sell or give out e-mail addresses or any other information about you to companies.

Please feel free to contact us either by phone (617-665-1000) or e-mail ([webmaster@challiance.org](mailto:webmaster@challiance.org)) with any type of question that you may have. We'll make sure your question or comment gets to the right person.