

Protecting your privacy

Priority Health protects the privacy, confidentiality and security of your information online, in our databases, and in your paper records.

The **PriorityVoice** Website is referred to in this Privacy Policy as the “**PriorityVoice** site,” “Website” or “site.” Priority Health, Spectrum Health and their affiliates are referred to together as “Priority Health”, “we” or “us.”

Your personal information is safe.

When you use the insight community, **PriorityVoice**, on PriorityVoice.com, you may provide us with different types of information, including personal information you knowingly choose to share with us and information that is collected on an aggregate basis as you and others use **PriorityVoice** site.

We receive and store any information you enter into the **PriorityVoice** site. It is completely optional for you to use **PriorityVoice** and to provide us your information.

We may ask for your name, e-mail address, zip code, as well as other similar personal information that is needed to register, subscribe, or request several of the services we offer.

We may also provide information you request using the **PriorityVoice** site. It is completely optional for you to request this information.

We receive and store certain types of information whenever you use the **PriorityVoice** site, through the use of "cookies." A "cookie" is an element of data that a website or mobile app can send to your computer or smartphone, which may then be stored on your hard drive or smartphone and used to provide you with tailored information. We use cookie information to analyze how frequently **PriorityVoice** is being used or viewed, for automatic user recognition, and to improve your overall **PriorityVoice** experience with us.

If you choose to correspond further with us through e-mail or through the support feature available through **PriorityVoice**, we reserve the right to retain the content of your messages together with your e-mail address(es) and our responses.

We will not trade, rent or sell your personal information. We use the personal information you provide and we collect for the purposes of making products and services available to you and administering our business activities. Occasionally, we may also use your information to notify you about important changes to the **PriorityVoice**, new services, and new information we think you might find valuable. Users who do not wish to receive mailings) or who believe they are receiving those mailings by mistake can contact us by e-mail and request removal from the mailing list at the following e-mail address: myhealthsupport@spectrumhealth.org.

From time to time we may share aggregated information that does not personally identify you with agents, contractors or affiliates of ours for the purpose of providing services to us. We will also share this information with our partners and advertisers.

We reserve the right to release personal and account information when we believe it is appropriate to do so in accordance with the law, other agreements, or to protect the rights, property, or safety of Priority Health, our users or others.

We provide you access to your personal information. You may update, correct or add to your personal information by using the **PriorityVoice** site. With respect to changes to your health information, please note that under federal law and regulation we may not be required to make those changes.

Please be aware that third party apps, Web sites and other services which may be accessed through the **PriorityVoice** site may also collect personally identifiable information about you. These links are provided as a convenience to you and the inclusion of the link does not imply Priority Health's endorsement of any other company, its mobile apps, Web site, its privacy practices or the products and services it sells. The information practices of those third party apps, Web sites and services are not covered by this Privacy Policy.

We reserve the right to modify this Privacy Policy from time to time.

By using **PriorityVoice**, you signify your assent to this Privacy Policy. If you do not agree to this Privacy Policy, please do not use the **PriorityVoice** site. Your continued use of **PriorityVoice** following the posting of changes to these terms will mean you accept those changes.

Contact us

If you feel we are not abiding by this Privacy Policy, please contact us by e-mail at the following e-mail address: ContactUs@spectrumhealth.org. If you have any questions or comments about this Privacy Policy please contact us by e-mail at the same address.

Need more information?

If you have additional questions or need further information, call or email Customer Service.

If you need this notice translated into another language, call 800.446.5674.