

Privacy Policy

Last Updated: December 18, 2019

First Pacific Exchange, Inc., dba NavigateHCR (“NavigateHCR,” “we,” “us,” or “our”) owns and operates www.navigatehcr.com (“Website”). This privacy policy (“Privacy Policy”) discloses how we collect, process, use, store, and protect the information provided by or collect from you while accessing, using, and interacting with Website (“Use,” “Uses,” or “Using”). This Privacy Policy does not apply to information collected by us through any other means other than Website.

By Using Website, you accept this Privacy Policy and our [Terms of Use](#) and consent to the collection, processing, use, storage, and protection of information as described herein and acceptance is a condition to such Use. If you do not agree with this Privacy Policy, you shall not Use or provide us with any information on Website. Any dispute between you and us regarding the privacy of your information is subject to this Privacy Policy and our Terms of Use.

INFORMATION WE COLLECT

There are two general categories of information we may collect: information that you give us and information that we automatically collect.

Information You Give Us

We collect and process the information you share with us when you Use Website. We do not collect and process any personally identifiable information, including account, contact, and payment information, unless you voluntarily submit it. By providing this information, you do so at your own discretion and risk and authorize us to collect, process, use, store, and protect the information in accordance with this Privacy Policy and applicable law. While you may be able to Use Website anonymously on a limited basis and choose not to provide us with personally identifiable information, this will prevent you from fully Using Website, its features and content, and NavigateHCR’s products and services. Similarly, you must provide and maintain accurate information so that you can continue to Use Website and NavigateHCR’s products and services and we can contact you as is appropriate.

Information We Automatically Collect

When you Use Website, we automatically collect and process certain information whenever you Use Website or interact with us and you consent to the methods by which we do so, including use of cookies, local storage, and pixel tags. This information is collected anonymously and is not personally identifiable information, such as Website usage information, IP addresses, timestamps, referring and exit page, clickstream data, Internet Service Provider (ISP), hardware and software information, browser type, and operating system. We do not respond to your browser’s “Do Not Track” signals or other similar mechanisms.

HOW WE USE INFORMATION WE COLLECT

It is our priority to protect your privacy and the security of your personal information. We only use your information as described below. ***We do not sell, lease, or otherwise disclose any personally identifiable information, including financial and billing information, to third parties for purposes of marketing or solicitation without your consent.***

Internal Use

We may use the information we collect for various internal purposes in accordance with this Privacy Policy, our Terms of Use, and applicable law, including:

1. To provide you with Website features and content and NavigateHCR’s products and services, as requested by you;

2. For standard business practices and purposes including Website and system administration, diagnosing technical problems, troubleshooting, and managing accounts and account information;
3. To complete any request made by you, respond to your communications, provide technical and customer support, and solicit and receive feedback related to your Use of Website;
4. To safeguard, deter, and investigate against illegal, fraudulent, or unauthorized Use of Website;
5. To verify compliance with this Privacy Policy, our Terms of Use, any agreements entered into between you and us, and applicable law;
6. For research and development to personalize and improve Website, its features and content, and NavigateHCR's products and services and to enhance the user experience;
7. To contact you directly for non-marketing purposes including providing you with statements, invoices, confirmations, notifications, technical updates, security alerts, and administrative messages; and
8. To contact you directly for marketing purposes, including providing you with announcements and updates regarding our business and informing you of new features, content, products, and services.

Limited Disclosure to Third Parties

Personally Identifiable Information

We do not allow third parties to collect personally identifiable information. However, we reserve the right to disclose certain personally identifiable information to third parties in limited circumstances if deemed necessary at our sole discretion without notice to you and in accordance with this Privacy Policy, our Terms of Use, and applicable law, such as our parents, subsidiaries, affiliates, partners, contractors, and other authorized representatives that support our business, including the following circumstances:

1. To provide you with Website features and content and NavigateHCR's products and services, as requested by you;
2. To complete any request made or transaction initiated by you;
3. To safeguard, deter, and investigate against illegal, fraudulent, or unauthorized Use of Website;
4. When there is a change of control or ownership of all or part of NavigateHCR, including sale, transfer, merger, acquisition, reorganization, bankruptcy, dissolution, or other similar event;
5. To establish and enforce our legal rights and rights under this Privacy Policy, our Terms of Use, and any agreements and policies we are a party to;
6. As required by law, compelled by subpoena or court order, or in connection with any ongoing or prospective legal proceedings; and
7. With your consent or as otherwise described or permitted in this Privacy Policy, our Terms of Use, and applicable law.

If any personally identifiable information is disclosed to an authorized third party, such third party shall maintain the confidentiality of such information and is prohibited from using it for any purpose except as permitted by us and in accordance with this Privacy Policy and applicable law.

Non-Personally Identifiable Information

You acknowledge and agree that all non-personally identifiable information or data that is provided to us in any manner by you is nonconfidential. We may disclose any and all non-personally identifiable information to any third party for any reason at our sole discretion without notice to you.

THIRD-PARTY WEBSITES

This Privacy Policy is only applicable to Website and not to any third-party owned and operated websites or applications that may be linked to Website in any way. We do not review, monitor, approve, endorse, warrant, or take responsibility for any third-party websites or applications or any third-party privacy policies or data collection practices. You access, use, and

interact with third-party websites and applications at your own risk and are encouraged to do so with caution. You expressly waive and release us from any and all liability arising from your access to, use of, and interaction with any third-party websites or applications.

INTERNATIONAL DATA TRANSFER

Website is hosted and maintained in the United States. If you are located in and Using Website from a non-U.S. jurisdiction and voluntarily provide personally identifiable information to us, or we automatically collect certain information about you, such information will be transferred and processed in the U.S. By Using Website and consenting to this Privacy Policy, you agree to such transfer and acknowledge that data protection may differ from your home country or the country from which you are Using Website.

SECURITY

We implement physical and technical security measures legally necessary and commercially reasonable to protect the information we collect from you from unauthorized access, use, alteration, disclosure, or destruction of such information. However, we cannot guarantee these safeguards are absolutely secure and that any personally identifiable information will remain free from unauthorized access, misuse, alteration, disclosure, or destruction by third parties. Should we learn of a potential or actual security breach that puts your information at risk of unauthorized access, use, alteration, disclosure, or destruction, we may notify you so you can take appropriate next steps to protect and remedy the situation. However, we are not liable or responsible for any of your information that is intercepted and used by an unintended third-party recipient. As a preventative measure, we advise that you take precaution in handling sensitive or confidential information and do not provide such information on or through insecure online methods of communication.

We cannot ensure that all of your private communications and other personally identifiable information will never be disclosed in ways not otherwise described in this Privacy Policy. For example, we may be forced to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. We can (and you authorize us to) disclose any information about you to law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate in connection with an investigation of fraud, intellectual property infringements, or other activity that is illegal or may expose us to legal liability.

DATA RETENTION

We will retain your information for as long as your account is active, for a commercially reasonable time by us for administrative, liability, and archival purposes, and/or to comply with our legal obligations, resolve disputes, and enforce our agreements.

USER RIGHTS

You have the right to access, modify, and/or retract any voluntarily-submitted information by logging into your account on Website or by contacting us directly as specified below in this Privacy Policy. We will do our best to properly respond, update, discard, and/or destroy such information pursuant to your request unless otherwise provided in this Privacy Policy, our Terms of Use, or by applicable law. You acknowledge that certain information is required for continued Use of Website and retracting certain information may prevent you from being able to Use Website, its features or content, and/or NavigateHCR's products and services. Please note, we may require you to prove your identity and may charge a nominal fee, if reasonable and legally permitted, to fulfill such request.

Additionally, you have the right, at any time, to discontinue marketing or promotional communications from us, if any, by opting out. To opt out, follow the unsubscribe instructions provided in each piece of communication or by contacting us directly as specified below in this Privacy Policy.

MODIFICATIONS

This Policy is effective as of the date indicated herein. We may update or amend this Privacy Policy at any time, from time to time, without notice. We will reflect any and all modifications to this Privacy Policy by indicating herein the date it was last revised and post the updated or amended Privacy Policy on Website. Any such update or amendment shall go into effect immediately upon posting on Website unless otherwise provided. The current version of this Privacy Policy shall apply on the date you Use Website, but shall only apply to information collected thereafter. Accordingly, you should check the effective date of this Privacy Policy, and review any changes since the last time you Used Website, before continuing to Use Website or submitting additional information to us. Your continued Use of Website after an update or amendment is made to this Privacy Policy and posted on Website constitutes your acknowledgment and acceptance of such update or amendment, and you agree to abide by and be bound by the updated or amended Privacy Policy.

If you do not agree with this current Privacy Policy or future updates to it, you shall not Use, or continue to Use, Website.

CONTACT

If you have any questions or concerns about this Privacy Policy, would like to change or delete any information that we have about you, or wish to opt out of certain communications sent by us, you may contact us directly on Website or by sending an email to CareTeam@navigateHCR.com. You must provide your full name, best contact information, including email address and telephone number, and any other relevant information in order to best assist you and address your matter. We will respond to your request to access, update, or delete your information within ten (10) business days. We may request additional information from you at a later time, including information to verify your identity.

NavigateHCR cannot guarantee receipt of any correspondence, including messages sent through Website or emails to NavigateHCR; thus, receipt of any correspondence submitted to NavigateHCR is not confirmed until and unless you receive a written response from a NavigateHCR representative confirming such receipt. NavigateHCR is not liable for any correspondence that is lost, delayed, or misdirected.