

# **Privacy Statement**

## **Introduction**

Kaiser Permanente Southern California's Department of Research and Evaluation is committed to protecting the privacy of the users of this website. We will use and disclose the information you provide us as stated in our Website Privacy Statement.

## **Website Privacy Statement**

This website has security measures in place to help protect against the loss, misuse, or alteration of information under our control. Despite these measures, the confidentiality of any communication or material transmitted to or from us via this site by Internet or e-mail cannot be guaranteed. At your discretion, you may contact us at the mailing address or telephone number listed in the "Questions, complaints, and contacts" section at the end of this privacy statement.

## **Revisions to the Privacy Statement**

We may revise this Privacy Statement from time to time as we add new features or as laws change that may affect our services. If we make material changes to our Privacy Statement, we will post notice of this on our website. Any revised Privacy Statement will apply both to information we already have about you at the time of the change, and any personal information created or received after the change takes effect. We include a version number on this Privacy statement consisting of the date (year, month, and day) it was last revised. We encourage you to periodically reread this Privacy Statement, to see if there have been any changes to our policies that may affect you.

## **Website visitor data**

Kaiser Permanente Southern California's Department of Research and Evaluation routinely gathers data on website activity, such as how many people visit the site, the pages they visit, where they come from, how long they stay on the site, etc. The data are collected on an aggregate, anonymous basis, which means that no personally identifiable information is associated with the data. These data help us improve site content and overall usage. The information is not shared with other organizations for their independent use.

## **Collecting and using personal information**

Except as disclosed in this Privacy Statement, we do not collect any identifiable information about visitors to this site or our customers who use this site. The policies, sources, and users of information are outlined in Sections 1 through 5 that follow.

### **1. Web logs.**

We maintain standard Web logs that record data about all visitors and customers who use this site and we store this information for a while. These logs may contain the Internet domain from which you access the site (such as aol.com, abc.org, etc); the IP address which is automatically assigned to your computer when you get on the Internet (a static IP address may be identifiable as being connected to you, while a dynamic address is usually not identifiable); the type of browser and operating system you use; the date and time you visited the site; the address of the website you linked from, if any.

All Web logs are stored securely, and may only be accessed by Kaiser Permanente Southern California Department of Research and Evaluation employees or designees on a need-to-know basis for a specific purpose. Kaiser Permanente Southern California's Department of Research and Evaluation uses Web log information to help us design our site, to identify popular features, to resolve user, hardware, and software problems, and to make the site more useful to visitors.

## **2. Internet Cookies**

We may place Internet "cookies" on the computer hard drives of visitors to this Kaiser Permanente Southern California Department of Research and Evaluation website. Information we obtain from cookies helps us tailor our site to be more helpful and efficient for our visitors. The cookie consists of a unique identifier that does not contain information about you. We use two types of cookies, "session" cookies and "persistent" cookies.

A session cookie is temporary, and expires after you end a session and close your Web browser. We use session cookies to help customize your experience on our site, maintain your signed-on status as you navigate through our features, and to track your "click path" through our Web pages.

Persistent cookies remain on your hard drive after you've exited from our site, and we use them for several reasons. For instance, when you give us permission to "remember" a feature about you when asked by the website, we place a persistent cookie on your hard drive so that next time you visit us, we won't have to ask you that information again.

You may have software on your computer that will allow you to decline or deactivate Internet cookies, but if you do so, some features of the site may not work properly for you. For instructions on how to remove cookies from your hard drive, go to your browser's website for detailed instructions. In addition, further information regarding cookies may be available on other websites or from your Internet service provider. Netscape and Internet Explorer are two common browsers.

## **3. Evaluation**

We will periodically ask users to complete surveys asking about their experiences with features of the website. We use survey information for quality improvement purposes. In addition, users giving feedback may be individually contacted for follow-up due to concerns raised during the course of such evaluation. Demographic information and Web log data may be stored for future evaluation.

#### **4. Disclosures**

We may disclose personal information to any person performing audit, legal, operational, or other services for us. We will use information which does not identify the individual for these activities whenever feasible. Information disclosed to vendors or contractors for operational purposes may not be re-disclosed to others by such a vendor or contractor.

We may disclose personal information when required to do so by a subpoena, court order, or search warrant. We may disclose personal information as we deem it appropriate to protect the safety of an individual or for an investigation related to public safety or to report an activity that appears to be in violation of law. We may disclose personal information to protect the security and reliability of this site and to take precautions against liability.

#### **5. Opt out**

If a user makes a request to receive information in an ongoing manner through this website by providing their e-mail address (for example, requesting a subscription to one of our online publications), a user may make a request to discontinue future mailings. All such materials sent to you by e-mail will contain information about how to opt out.

#### **Questions, complaints, and contacts**

If you have any questions about this Privacy Statement, our policies and practices concerning this site, your rights under this statement, and your dealings with the Kaiser Permanente Southern California Department of Research and Evaluation website, you can contact us at (626) 564-3455 or by U.S. mail at the address below:

Department of Research and Evaluation  
100 South Los Robles Avenue,  
2nd Floor  
Pasadena, CA 91101

#### **Date**

4/4/2011