

Website Privacy Statement

This privacy statement applies to the [Dominion National](#) websites owned and operated by Dominion National (“We”, “Us”, “Our”). Dominion National respects your right to privacy. When you visit this site, we may collect information on two different levels about your visit:

- Anonymous statistics collected as you browse the site
- Personally identifiable information you knowingly give us

We want you to be aware of how we collect and handle information on our website, as well as the choices available to you regarding our use of your personally identifiable information and how you can access and update this information.

What information does this website collect?

Dominion National collects personally identifiable information such as name, address, email address, phone number, date of birth, and ID number, when you knowingly provide it to us.

Specifically, during member portal registration, members will be asked to provide member ID, last name, date of birth, and zip code, and sometimes first name, to verify member status. Email address and telephone number are used to contact you regarding the registration and verification process. Your mobile number may be used to send you text message alerts about your account and services you have requested. You may opt-out from receiving text messages and emails at any time by following the instructions and links provided.

Our web servers automatically collect statistical information about your visit such as pages visited and which browsers are used to visit our site. None of this information is associated with you as an individual (see information about cookies below). We use these statistics to monitor our site's performance and to make it easier for you to use.

What happens when I provide personally identifiable information on this website?

Any personally identifiable information you give us on this site will be used to provide the product, service or information you have requested or for which you registered.

Do you sell or give my information to non-Dominion National companies?

Your personally identifiable information, including your email address, gathered on this site will not be sold, rented, licensed or otherwise shared with third parties. The only exceptions are the following:

- You specifically authorize Dominion National to share your information with another company.
- We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process.
- Disclosure is necessary to protect the safety of customers, employees, or property.
- Personally identifiable information may be exchanged with companies that directly assist or provide services for Dominion National that are related to your health care program(s).
- If Dominion National is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our website of any change in ownership or uses of your personally identifiable information, as well as any choices you may have regarding your personally identifiable information.
- If you are a member of a group health plan, upon request from your group health plan, we may provide confirmation that you have registered for a member web account by providing your name and the date on which you registered.

Do you accommodate links to other sites?

Yes, our site contains links to other websites whose privacy practices may differ from those of Dominion National. If you submit personally identifiable information to any of those websites, your information is governed by their privacy statements. We are not responsible for the content or the privacy practices employed by other sites. We encourage you to carefully read the privacy statement of any website you visit.

Social media (features) and widgets

Our website may include social media features, such as the Facebook "Like" button and widgets, such as the "Share this button" or interactive mini-programs that run on our site. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our site. Your interactions with these features are governed by the privacy statement of the company providing it.

What does Dominion National do with non-personally identifiable information collected automatically?

Dominion National uses cookies, beacons, tags and scripts to collect this type of information in order to enhance your online experience.

A cookie is a small data string our server writes to your hard drive that contains your unique user ID for our website. We use cookies to deliver Web content specific to your interests. We use both session ID cookies and persistent cookies. A session ID cookie expires when you close your browser. We use session ID cookies to make it easier for you to navigate our website. A persistent cookie remains on your hard drive for an extended period of time. We set a persistent cookie to help improve our site by understanding the areas that are of interest to you via site usage analytics. You may choose to change your browser settings to disable cookies.

Please be aware that cookies may be required to complete certain functions on this website. No personally identifiable information is contained in cookies used by the website.

Tracking pixels/Web beacons

Our third party advertising and analytics service uses tracking pixels (a.k.a. Tracking Codes/Web Beacons/Web Bugs), that help us better manage content on our site by informing us of what content is effective. Tracking pixels are tiny fragments of code, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, tracking pixels are embedded invisibly on Web pages. We do not tie the information gathered by tracking pixels to our customers' personally identifiable information.

Analytics / Log files

As is true of most websites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole. We do not link this automatically collected data to personally identifiable information.

Third party tracking

The use of cookies by third parties is not covered by our privacy statement. We do not have access or control over these cookies. These third parties use session ID cookies and persistent cookies to make it easier for you to navigate our site.

Local storage objects (HTML5)

We use Local Storage Objects (LSOs) to store content information and preferences. Third parties with whom we partner to provide certain features on our site or to display advertising based upon your Web browsing activity use LSOs such as HTML5 to collect and store information. Various browsers may offer their own management tools for removing HTML5 LSOs.

Behavioral targeting / Re-targeting

We partner with third party ad networks to manage our advertising on other sites. Our ad network partners use cookies and Web beacons to collect non-personally identifiable information about your activities on this and other websites to provide you with targeted advertising based on your interests.

Does Dominion National use the information provided online to profile its customers?

No. Dominion National does not combine offline information about you with the online information that you provide on our website.

How you can update or correct your information.

If you would like to update, correct, and delete any information you have sent us via this website, please chat with us or call us at 888-518-5338 Monday – Friday, 8:00 AM – 6:00 PM EST. You may also submit the contact form. Please indicate in the comments area of the form the changes you would like to make. A member services representative will confirm your changes with an email confirmation.

Email

At times, we may utilize email to:

- Respond to a site visitor's email.
- Respond to general inquiries, feedback or other inquiries.
- To send information that a visitor has requested.
- To send registered users information related to their health care program(s). Registered users may opt-out of these emails.

Privacy and information security practices

Dominion National takes precautions to protect its users' personal nonpublic information. When users submit sensitive information to us, the information is protected both online and offline.

Online connections to our website are encrypted. This is validated through the display of a lock icon on a web browser.

Dominion National has implemented comprehensive information security and privacy programs to protect the confidentiality, integrity, and availability of personally identifiable information. This program consists of policies, processes, and technology. Only employees who need the information to perform a specific job are granted access to personally identifiable information. Employees receive privacy and security training annually. The systems that store personally identifiable information are kept in a secure environment.

These programs are subject to monitoring and oversight. Updates are made as-needed so that the programs remains aligned with the mission of Dominion National.

No information security program is 100% secure. Therefore, we cannot guarantee absolute security. If you have any questions about security on our website, please [email us](#).

Changes to this privacy statement

We may update this privacy statement to reflect changes to our information practices. If a material change is made to this privacy statement and/or the way we use our customers' personally identifiable information, we will post prominent notice of the nature of such change on our website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Contact us

If you have questions or concerns about this privacy statement, please contact us through the information below:

Our mailing address is:

Dominion National
Privacy Office
P.O. Box 21522
Eagan, MN 55121-0522

Our phone number is: 888-518-5338

Contact us via email: PrivacyCoordinator@DominionNational.com