



WELLCARE HEALTH MAINTENANCE INC.

DATA PRIVACY STATEMENT

At WellCare Health Maintenance Inc., we are dedicated to prioritizing both your health and your privacy. We strictly adhere to Republic Act No. 10173, also known as the Philippine Data Privacy Act of 2012, including its Implementing Rules and Regulations, and all directives from the National Privacy Commission. Our commitment to protecting and preserving your privacy is steadfast.

This notice aims to inform you about how we handle and safeguard your personal information.

We regularly update this notice to reflect new practices, additional privacy policies addressing regulatory changes, or other necessary updates.

By accessing this page or reviewing this notice, you confirm that you have thoroughly read, understood, and consented to the terms outlined below.

WHAT INFORMATION WE COLLECT

We shall collect and process the following information:

1. Contact Information: Including your name, address, email address, phone number, or other details
2. Demographic Information: Such as gender, date of birth, age, and civil status.
3. Medical History and Profile: Current health conditions, diagnoses, medical orders, and records.
4. Government-Issued Identification: Including your Social Security System (SSS) number, Tax Identification Number (TIN), Philippine Health Insurance (PhilHealth) number, Pag-IBIG (Home Development Mutual Fund) number, Passport Number, etc.
5. Financial Information: Bank details necessary for processing payments for your account.
6. Emergency Contacts: names, addresses, and telephone numbers.
7. Professional Information: Relevant for medical affiliates and/or employees with professional licenses.
8. Non-Personal Information: Data provided by your device, including the Internet Protocol (IP) address, geolocation, operating system, browser type and version, and other machine identifiers.
9. Customer/Client Feedback: Includes opinions, comments or suggestions about our products and services, and voice recordings captured during interactions with our contact center.

HOW AND WHEN WE COLLECT YOUR PERSONAL INFORMATION

Your personal information may be collected through various methods, including feedbacks, application forms, interviews, phone calls, emails, our app and our website. The information we hold primarily consists of details provided directly by you or your authorized representative. Additionally, we may receive information from third parties, such as employers and insurance providers.

If you are sharing personal data of individuals other than yourself with us, you confirm that you have obtained their consent for this disclosure in accordance with the Data Privacy Act.

This information will be maintained in WellCare's database for record-keeping, archival, and analytical purposes.

USE AND PROCESSING OF YOUR PERSONAL INFORMATION

WellCare gathers and utilizes your personal information primarily to facilitate transactions and manage your healthcare benefits. Additionally, your information is utilized for reporting, analytical studies, and other necessary activities as permitted or required by law.

The uses for collecting your personal data include:

1. Facilitating enrollment and managing memberships.
2. Processing claims and reimbursements.
3. Providing healthcare services and coordinating medical care.
4. Conducting quality assurance and improvement activities.
5. Performing administrative functions such as billing and customer support.
6. Conducting research, analytics, and reporting as required.
7. Complying with legal and regulatory requirements.

You can trust that we prioritize your privacy and handle your personal information responsibly, ensuring strict adherence to applicable privacy laws and conducting all activities with integrity.

WHO HAS ACCESS TO YOUR PERSONAL INFORMATION?

As part of fulfilling the services outlined in the agreement signed by you, your employer, or your insurance provider, we commonly collaborate with various third parties. These may include our

parent company, affiliated entities, subsidiaries, financial advisors, as well as both affiliated and non-affiliated third-party service providers.

We may also share, disclose, or transfer your personal information to other individuals or organizations for purposes we deem beneficial to you. These purposes may include, but are not limited to, outsourced processing of transactions, profiling, historical statistical analysis, or other necessary actions to deliver our services to you.

Whenever your information is shared, we ensure compliance with the Data Privacy Act by implementing suitable technical and organizational measures.

SECURITY AND PROTECTION OF PERSONAL INFORMATION

To enhance the protection of your personal data's privacy, security, integrity, and confidentiality, we uphold rigorous physical, technical, and administrative measures.

We regularly review, update, and test our security procedures. Access to your personal data is restricted to employees who need it to provide you with benefits or services. Additionally, we educate our staff on the importance of confidentiality and protecting your information. We enforce privacy responsibilities among our employees through appropriate disciplinary measures. While we take every precaution to safeguard your information from unauthorized or unintended access, we cannot be held responsible for such access beyond our control.

Once your Personal Information is no longer necessary for its original purpose, we will take reasonable measures to either dispose of or permanently anonymize the data. However, in most cases, personal information will be stored in files maintained by us for the minimum period required by applicable laws and regulations.

YOUR RIGHTS AS A DATA SUBJECT

As a data subject and under the Data Privacy Act, you have certain rights as specified which includes:

1. The right to be informed;
2. The right to access;
3. The right to object;
4. The right to blocking or erasure;
5. The right to damages;
6. The right to file a complaint;
7. The right to rectify; and
8. The right to data portability

CHANGES TO PRIVACY POLICY

Periodically, we may modify or update our Privacy Notice, Privacy Policy, and related practices to meet government and regulatory standards, embrace new technologies and protocols, align with industry norms, or for other valid reasons.

OTHER MATTERS OR CONCERNS

If you would like to access your Personal Information in our records, believe that your information is incomplete, not up-to-date, or inaccurate, or if you have any questions or concerns regarding our Privacy Policy, please contact us using the provided details below:

Jayanara Lee D. Nelson
Data Protection Officer

Address: 551 Cabildo St., Casa Marinero II Bldg. Intramuros, Manila, Philippines
Telephone: +63 2 7908-4997
E-mail: compliance@wellcare.ph