

Privacy Policy for Michigan Health Information Network Shared Services

Transparency

This privacy statement explains what personal information we collect from you, through our services, and how we use that information. You can find brief summaries of our policies below.

Purpose and Use

To foster trust among our customers and stakeholders, we only collect information to operate effectively and provide you with the best experiences of our services.

- How We Gather Information
We gather personal information when you sign up for a service, portal, or app connected to our health information network.
- What Information We Have Access To
We have access to basic personal information such as your name, address, phone number, gender, and age. We limit access to your personal information to employees whose responsibilities require it.
- Information Retention- What Information We Keep
We store personal information for the duration you are participating in a service, portal or app connected to our health information network. We may be required to store information after your participation ends to comply with applicable state, federal laws, and applicable policies and compliance requirements.
- What Do We Use The Information For
We use this personal information to help provide health information to healthcare providers at the point of care to help improve outcomes and reduce costs for providers, payers, and patients.
- When We Will Disclose Information Without Consent/ Prior Notice
We will access, transfer, and preserve personal information when we have a good faith belief that doing so is necessary to:
 - Comply with applicable law(s) or respond to legal process from law enforcement or other government agencies;
 - Protect our customers;
 - Operate and maintain the security of our products, such as to stop an attack on our computer systems or networks;
 - Protect the rights of the Michigan Health Information Network Shared Services (MiHIN);
 - In connection with a corporate transaction, disposition of our assets, or in connection with a bankruptcy or liquidation, provided such transfer is subject to confidentiality agreement where appropriate and is consistent with applicable law.

Information Security

We protect individually identifiable health information (personal information) with administrative, technical, and physical safeguards to promote and maintain confidentiality, integrity, and availability and designed to prevent unauthorized or inappropriate access, use or disclosure.

We have the right to monitor the use of our equipment, devices, computers, network, applications, software, premises, and similar assets and resources. In the event such monitoring occurs, it may result in the collection of personal information about you. This monitoring may include the use of computer and network monitoring.

Data Storage

Your personal information is stored on servers in the United States. We may collect, use, disclose, and otherwise process the information you provide in compliance with applicable law and regulation in the United States.

Third Party Websites

This site may contain links to other websites operated by companies that are not affiliated with us. We are not responsible for the operation of these other sites or the information that they collect from their visitors.

Marketing to Third Parties

We do not sell or provide personally identifiable information to third parties for use in marketing third party products.

Changes to Privacy Statement

We reserve the right to make amendments to this policy at any time and without prior notice.

Liability and Indemnification

In no event will we, our workforce members, affiliates, third parties, agents, suppliers, or other representatives as mentioned on our website, terms of service or any other related official material be held accountable for any incidental or consequential damages resulting from using our service.

Contact Us

If you have any questions regarding our privacy practices, please reach out to our Privacy Officer for more information

MiHIN Privacy Officer

privacyofficer@mihin.org

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Lansing, Michigan 48933