

Last Updated: January 1, 2020

Online and Mobile Privacy Notice (“Privacy Notice”)

Introduction

This Privacy Notice applies to the operations of Cigna Corporation and its affiliates (“Cigna”). At Cigna we respect your right to privacy and value the trust you have placed in us. We are committed to the responsible management, use and protection of our customers’ personal information.

This Privacy Notice supplements other applicable policies, practices and privacy notices that may relate to specific business relationships you have with Cigna. To review the notices applicable to our businesses, click [here](#).

This Privacy Notice applies to all the information we collect from you through Cigna.com, mycigna.com and other websites and mobile applications operated by us from or in connection with which you are accessing this Privacy Notice. We will refer to these websites and mobile applications as “Services” throughout this Privacy Notice.

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Consent to Use Cigna Services

By using Cigna's Services you are consenting to the collection, use, and disclosure of your personal information in accordance with this Privacy Notice. If you do not agree with the practices described in this Privacy Notice, please do not use Cigna's Services.

Information We Collect

Personal information is information that identifies you as an individual or relates to an identifiable person. We collect personal information that you voluntarily provide through our Services, including:

- Name, address, and birthdate;
- Other contact information such as email address and/or phone number;
- Financial and health information;
- Credit or debit card number;
- Social security or similar national ID number; and
- Geolocation information; and
- Social media account IDs.

We may supplement the information you submit to us online with:

- other personal information we have about you, including information from our affiliates and vendors; and
- information that we obtain about you from other sources, such as public and nonpublic records, joint marketing partners, social media platforms (including from people with whom you are friends or otherwise connected) and from other third parties.

If you submit any personal information relating to other people to us or to our service providers in connection with the Services, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Notice.

Your Personal Health Information

In some circumstances, Cigna's use of your information will also be subject to the requirements of the Health Insurance Portability and Accountability Act ("HIPAA"). For example, when you complete a Health Risk Assessment, the information you provide may be subject to HIPAA.

In these circumstances, the terms of [Cigna's HIPAA Notice of Privacy Practices](#) will apply.

GLBA Privacy Notice

For U.S. customers, we will use and share any information that we collect from or about you in accordance with the Gramm-Leach-Bliley Privacy Notice for Cigna Policyholders.

How We Use Personal Information

We use personal information you provide when you visit or use our Services to fulfill the purpose for which you provided the information and to enhance your experience with us. These uses include:

- Completing transactions, for example, processing your insurance payments;
- Processing claims;
- Sending you information about health care and health related services, resources and benefits that will help you manage your health;
- Sending administrative information to you, for example, information regarding the Services and changes to our terms, conditions, and policies;
- Providing and improving customer services, including through email or text communications, or any chat or similar feature available through our services;
- Sending marketing information we think may be of interest to you;
- Providing a quote for one or more of our products;
- Sending you surveys;
- To allow you to send messages to a friend through the Services. By using this functionality, you are telling us that you are entitled to use and provide us with your friend's name and email address;
- Authenticating or confirming your identity when you return to your Cigna accounts online;
- Conducting our business, such as data analysis, audits, developing new products, enhancing, improving or modifying our services, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities;
- Taking any action that we believe to be necessary or appropriate:
 - (a) to investigate, prevent and detect illegal activities;
 - (b) under applicable laws, including laws outside your country of residence;
 - (c) to comply with legal process;
 - (d) to respond to requests from public and government authorities including public and government authorities outside your country of residence;
 - (e) to enforce our Terms of Service and Privacy Notice;
 - (f) to protect our operations or those of our affiliates;
 - (g) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others; and
 - (h) to allow us to pursue available remedies or limit the damages that we may sustain.
- Informing you of job opportunities and evaluating your suitability for a job; and
- Other purposes specifically disclosed at the time we request your information.

How We Share Personal Information

Sharing Among our Affiliates

Cigna Corporation and its affiliates may share your personal information with one another to ensure that your use of the Services is as helpful and beneficial as possible. We may also share your personal information with affiliates in order to support our business operation, to provide services to you and for any other purpose described in this Privacy Notice.

Sharing with Third Parties

- We work with third parties that provide services to us, such as website hosting, data analysis, payment processing, order fulfillment, information technology and related infrastructure provision, customer service, email delivery, credit card processing, auditing and other services. We may share your personal information with them so they can provide those services.
- We may share personal information with third parties to permit them to send you marketing communications, if you have opted in to such sharing.
- We will share any personal information you provide on our Services for the purposes stated on the page where we collected the information and in accordance with applicable laws and regulations.
- We may share with your benefit plan's plan sponsor or plan administrator the fact that you have visited or used features of our Services to permit your benefit plan's plan sponsor or plan administrator to determine eligibility, qualification or confirmation of a promised incentive or reward to you.

Other Disclosures

We may share your information in other limited circumstances, including:

- Complying with applicable laws, including laws outside your country of residence;
- Responding to requests from government or public authorities or otherwise cooperating with authorities pursuant to a legal matter, including authorities outside your country of residence;
- Responding to matters of personal or public safety;
- In litigation, investigations, and other legal matters where the data is pertinent;
- Investigating security incidents;
- In the event of the sale or transfer of Cigna or some of our assets, or in the context of similar business negotiations, including a bankruptcy or similar transaction;
- To identify you to anyone to whom you send messages through the Services;
- Enforcing our Terms of Service; and
- To protect our rights, privacy, safety or property, and/or that of our affiliates, you or others.

Other Information

- We collect information about your activities on our Services using technologies such as cookies, including third party cookies, web beacons, JavaScript code, HTML 5 databases and server log files. The information we collect using these means includes your Media Access Control (MAC) address, operating system and version, screen resolution, device manufacturer and model, language, Internet browser type and version, the version of the Services you are using, the date and time you access the Services, pages visited, time spent on the Services, general location information, and other activity data. This information is automatically generated and may be combined with personal information about you. We do not honor a web browser's "do not track" signals. Our third party business partners and we use this information to conduct activities such as measuring the effectiveness of our ads and your interaction with them, tailoring offers and advertisements to you for products or services that you may find helpful on our Services and third-party sites, and for analytics purposes.
- We use Google Analytics, which uses cookies and similar technologies to collect and analyze information about use of the Services and report on activities and trends. This service may also collect information regarding the use of other websites, apps and online resources. You can learn about Google's practices by going to www.google.com/policies/privacy/partners/, and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.
- Using Adobe Flash technology (including Flash Local Shared Objects ("Flash LSOs")) and other similar technologies: We may use Flash LSOs and other technologies to, among other things, collect and store information about your use of the Services. If you do not want Flash LSOs stored on your computer, you can adjust the settings of your Flash player to block Flash LSO storage using the tools contained in the [Website Storage Settings Panel](#). You can also go to the [Global Storage Settings Panel](#) and follow the instructions (which may explain, for example, how to delete existing Flash LSOs (referred to as "information", how to prevent Flash LSOs from being placed on your computer without your being asked, and how to block Flash LSOs that are not being delivered by the operator of the page you are on at the time). Please note that setting the Flash Player to restrict or limit acceptance of Flash LSOs may reduce or impede the functionality of some Flash applications.
- An "IP Address" (a number that is automatically assigned to the computer that you are using by your Internet Service Provider) may be identified and logged automatically in our server log files whenever a user access the Services, along with the time of the visit and the page(s) that were visited. Collecting IP Addresses is standard practice and is done automatically by many websites, applications and other services. We use IP Addresses for purposes such as calculating usage levels of the Services, helping diagnose server problems, and administering the Services. We may also derive your approximate location from your IP address.

- If you access email or social networking Services through our Services, we may allow those Services to collect certain information about your visits to our Services so they may provide you with advertisements about the goods or services they offer that might be of interest to you. These third-party Services use cookies or web beacons to obtain the information.
- To opt out of these cookies and web beacons, visit the National Advertising Initiative (NAI) by clicking [here](#).
- We may use third-party advertising companies to serve advertisements regarding goods and services that may be of interest to you when you access and use the Services and other websites or online services, based on information relating to your access to and use of the Services and other websites or online services on any of your devices, as well as on information received from third parties. To do so, these companies may place or recognize a unique cookie on your browser (including through the use of pixel tags). They may also use these technologies, along with information they collect about your online use, to recognize you across the devices you use, such as a mobile phone and a laptop. If you would like more information about this practice, and to learn how to opt out of it in desktop and mobile browsers on the particular device on which you are accessing this Privacy Policy, please visit <http://optout.aboutads.info/#/> and <http://optout.networkadvertising.org/#/>. You may download the AppChoices app at www.aboutads.info/appchoices to opt out in mobile apps.

In some instances, we may combine other information with personal information (such as combining your name with your geographical location). If we do, we will treat the combined information as personal information as long as it is combined.

Anonymous and Aggregate Information

- Cigna may aggregate personal information so that it does not personally identify you or any other user of the Services (for example, we may aggregate personal information to analyze the percentage of our users who have a particular area code).
- Cigna may remove personally identifiable information to create anonymous data.
- Cigna uses and shares anonymous and aggregate information for historical, statistical, or business planning purposes. Additionally, we may use and share this information for any purpose except where we are required to do otherwise under applicable law. If we are required to treat this information as personal information under applicable law, then we may use it as described above in “Other Information,” as well as for the purposes for which we use and share personal information.

Our Online Privacy Notice for Children

- Our Services are not directed to or intended for children.

- Cigna does not knowingly collect information from children under the age of 18.
- You can visit the Federal Trade Commission’s website to learn about the Children’s Online Privacy Protection Act (COPPA).

Our Data Protection and Security Policy

- We take reasonable precautions to safeguard the personal information transmitted between visitors and the Services and the personal information stored on our servers.
- Unfortunately, no method of transmitting or storing data can be guaranteed to be 100% secure. As a result, although we strive to protect your personal information, we cannot ensure the security of any information you transmit to us through, or in connection with, the Services. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by contacting us in accordance with the “Contacting Us” section below.

Our Privacy Commitment to Employment Applicants

- We collect information, including personal contact information, education and work history, as well as Social Security and similar national ID numbers in order to process and consider your application.
- We will not sell your application information to unaffiliated third parties for marketing purposes.
- The information on your application may be shared with background check services and our affiliates and used and disclosed for certain regulatory, compliance and legal purposes.

Social Media

- Cigna maintains profiles and/or pages on various social media services including Facebook and Twitter.
- If you choose to “Like” Cigna on Facebook, “Follow” Cigna on Twitter, or take any other similar action on another social media site, you are providing your consent to receive information updates, including solicitations from Cigna.
- To stop receiving this information from Cigna on a social media site, you must follow the procedure established by the site. For example, on Facebook, you must click “Unlike” on Cigna’s page, and on Twitter, you must click “Unfollow” on Cigna’s profile.

Additional Information for Users of a Cigna Mobile Application

- When you download and use a Cigna mobile application, we and our service providers may track and collect application usage data, such as the date and time the application on your device accesses our servers and what information and files have been downloaded to the application based on your device number.
- When using certain functions via a Cigna mobile application, we may use your location information if your mobile device uses global positioning system (“GPS”) technology, trackers or other location tools, if you allow your device to provide this information to the mobile application.
- We will use this information to estimate your location and to provide you with more personalized content and/or services.
- A Cigna mobile application may also permit you to upload a photograph from your mobile device. The photograph is for your use only and Cigna will not have access to it. Cigna will not upload it to a Cigna server. This paragraph does not apply to scans or images of documents you submit to Cigna in connection with your use of the Services or any services provided by Cigna

Cross Border Transfers

Your personal information may be transferred to, stored and processed in any country where we have facilities or in which we engage service providers, including the United States. By using the Services, you consent to the transfer of information to countries outside of your country of residence which may have different data protection rules than your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your personal information.

Cigna does not represent or warrant that the Services, or any part of them, are appropriate or available for use in any particular jurisdiction. Those who choose to access the Services, do so on their own initiative and at their own risk, and are responsible for complying with all applicable local laws, rules and regulations.

Additional Information for Users of a Cigna Mobile Application

Changes to this Privacy Notice

- We reserve the right to amend this Privacy Notice at any time.
- We will post the revised Privacy Notice on our Services or announce the change on the home page of the website or app.
- You can determine when we revised the Privacy Notice by referring to the “LAST UPDATED” date at the top of this notice.

- Any changes will become effective when we post the Privacy Notice on our websites. By continuing to use the Services following such changes, you will be deemed to have agreed to such changes.
- If you do not agree with the terms of this Privacy Notice, in whole or in part, you can choose to not continue to use the Services.

Links to Other Websites

- The Services contain links to websites operated by third parties. If you provide personal information to any third party's website, your transaction will occur on that website (not Cigna's websites) and that operator will collect the personal information you provide, subject to its privacy policies. We encourage you to read the legal notice posted on those sites, including their privacy policies.
- This Privacy Notice does not apply to your use of and activity on those other websites. We provide links through the Services to other websites only as a convenience, and the inclusion of these links does not imply endorsement of the linked site. We have no responsibility or liability for your use of third party websites.

Please note that we are not responsible for the collection, usage and disclosure policies and practices (including the data security practices) of other organizations, such as Facebook, Apple, Google, Microsoft, RIM or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider or device manufacturer, including with respect to any personal information you disclose to other organizations through or in connection with our mobile applications or other websites.

Your California Privacy Rights

California Civil Code Section 1798.83, entitles California customers to request information relating to whether a business has disclosed personal information to any third parties for the third parties' direct marketing purposes. As explained elsewhere in this Privacy Notice, Cigna will not sell or transfer your personal information to third party companies for their direct marketing purposes without your consent. California customers who wish to request further information about our compliance with this statute or who have questions may [Contact Us](#) or call us toll-free at 1.800.234.4077*. For information about your rights under the California Consumer Privacy Act, please access the [Cigna California Consumer Privacy Act Notice](#).

Your Access Rights

If you would like to request to review, correct, update, suppress or delete Personal Information that you have previously provided to us, you may contact us by emailing us [here](#). We will respond to your request consistent with applicable law.

In your request, please make clear what Personal Information you would like to have changed, whether you would like to have your Personal Information suppressed from our database or otherwise let us know what limitations you would like to put on our use of your Personal Information. For your protection, we may only implement requests with respect to the Personal Information associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable.

Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion. There may also be residual information that will remain within our databases and other records, which will not be removed.

Online Communication Practice

If you email us, please do not include information you want to keep private. It is possible that your e-mail communication may be accessed or viewed inappropriately by another Internet user while in transit to us. If you wish to send us information that you want to keep completely private, please use a method other than e-mail.

Other Online Communications

We may send you electronic newsletters, information about products or services we offer, and other marketing communications. If you no longer want to receive marketing-related e-mails from us you may opt-out of receiving these marketing-related emails by clicking on the unsubscribe link at the bottom of each email.

We will try to comply with your request(s) as soon as reasonably practicable. Please also note that if you do opt-out of receiving marketing-related e-mails from us, we may still need to send you important administrative messages, and you cannot opt-out from receiving administrative messages.

Contacting Us

If you have any questions about this Privacy Notice please feel free to [Contact Us](#) or call us toll-free at 1.800.234.4077*.

* Note: If you are calling from outside of the United States, and you would like the call to be free, you will need to dial your local access number for AT&T Direct Service and then dial the number provided above. If you are not aware of the access number, it can be located by [clicking here](#).