

# NOTICE OF PRIVACY POLICY

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At Ming Senior Services, we respect and consider the privacy of our clients. This notice of our privacy policy applies to all personal information collected by our company, in office and through our website ([www.mingsenior.com](http://www.mingsenior.com)). This privacy policy notifies you of the following:

1. What personally identifiable information you may expect us to collect from you, how it is used, and with whom we may share it with.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect your information from unethical, fraudulent use.

## **Collection, Use, and Sharing of Information**

Ming Senior Services takes ownership of the information collected from you, our client. Only our employees will have access to information that you voluntarily give us either in direct contact with you or through our website. We will not sell your information to anyone.

We will use the voluntarily collected information to assist and respond to you as you request. We will not share your information with any third party outside of our company, other than as necessary to fulfill your request, e.g. enrollment, claim assistance, etc.

We may contact you via email, text or postal mail in the future to tell you about new products or services, changes to your current plan, or changes to this privacy policy.

## **Access and Control of Information**

As our client, you may do any of the following at any time:

- Inquire about what data we have about you, if any.
- Update or correct any data we have for you, such as address, phone number, etc.
- Discuss concerns you have about our use of your data.

You may contact us by phone, email or in our office personally any time to opt out of future contacts from us.

## **Security**

We are committed in keeping our client's privacy secure; therefore, we take precautions to protect your information and identity. When you submit sensitive information to us, your information is protected both online and offline.

We safeguard your sensitive information by keeping it double-locked each day. Data that is entered into our agency management system is also password protected and viewed only by employees of Ming Senior Services for use in assisting clients with claim issues, enrollment, etc. We will ask for your name and date of birth when someone calls for assistance in order to confirm the identity of the person we are talking to. No information is released unless you give us permission to do so, such as sending forms to a physician or talking to a family member about your needs.

In addition to protecting information within the office setting, we use an encryption program to transmit sensitive information via email. All computers/servers in which we store personally identifiable information are kept in a securely locked environment. If you feel that we are not abiding by this privacy policy, you should contact us immediately at 1-877-646-4736 or via email.