

ELECTRONIC COMMUNICATIONS POLICY

1. Acceptable Use and Indemnification from Improper Use

By using the Website, posting information in or otherwise using any communications service, chat room, message board, newsgroup, software library, or other interactive service that may be available to you on or through the Website, you acknowledge and agree that:

- a. Mercy does not actively monitor the content posted by users, and you view all materials at your own risk.
- b. You will not publish content or otherwise post information that is unlawful, threatening, abusive, harassing, defamatory, libelous, deceptive, fraudulent, invasive of another's privacy, tortious, contains explicit or graphic descriptions or accounts of sexual acts or language or otherwise harasses an individual or group of individuals on the basis of race, color, religion, age, gender identity, sex, sexual orientation, disability or national origin.
- c. You will not post medical advice.
- d. At any time, Mercy may disclose information to satisfy applicable laws or regulations.
- e. Mercy reserves the right to remove any content you post and monitor or terminate your use of the Website with or without notice at any time and for any reason.

2. Newsletters, Emails and Texts to You

At registration and at various times as you use Website, you will have the option of receiving regular email or texts with informational or promotional newsletters. These may come from Mercy and/or directly from third parties. When you sign up for our newsletters or at any time, you can choose to "opt in" to receive additional promotional emails or texts from Mercy or our sponsors. In order to subscribe to Mercy newsletters via email or text, we need your contact information, like name and email address or phone number. You can unsubscribe from these emails and texts at any time.

3. Emails You Send to Mercy

Email communication that you send to us via the email links on our Website may be shared with a customer experience representative, employee or agent that is most able to address your inquiry. We make every effort to respond in a timely fashion once communications are received. Once we have responded to your communication, it is discarded or archived, depending on the nature of the inquiry.

The email functionality on our Website does not provide a completely secure and confidential means of communication. It's possible that your email communication may be accessed or viewed by another Internet user while in transit to us. If you wish to keep your communication private, do not use email. Do not send sensitive information, like health information or credit card information, in an email.

The content of business information, ideas, concepts or inventions that you send to Mercy by email are not protected by any privacy or other protections. If you want to keep content or business information, ideas, concepts or inventions private or proprietary, do not send them in an email to Mercy. We try to answer every email within 48 business hours, but are not always able to do so.

4. Secure Messaging

As another form of communication, you can register and/or sign into our Website (MyMercy) with secured measures in place to help protect your information. These measures include encryption of data using the Secure Socket Layer (SSL) system, and using a secured messaging service when we send you personal information electronically. Despite these measures, the confidentiality of any communication or material transmitted to or from us via this Website by Internet or email cannot be guaranteed. This private, secure messaging has been designated as the preferred method of communication for our patients concerning their health care with the Mercy care team.