

Illinois Pathways to Health Privacy Statement

Illinois Pathways to Health by AgeOptions programs provide education, appropriate exercise for maintaining and improving strength, flexibility and endurance, and self-care strategies to help people experience improved wellness and quality of life. The programs are developed and verified by researchers to prevent falls, prevent and manage diabetes, and promote management of health conditions such as chronic pain, COPD, high blood pressure, and arthritis. Other programs Illinois Pathways to Health by AgeOptions may offer include individual assessments for identifying health-related social needs as well as resolving identified challenges, caregiver assessments and support, and hospital care transitions.

Your Personal Information and Our Programs

Illinois Pathways to Health by AgeOptions (“we,” “us,” or “our”) is committed to protecting the privacy of users (“you” or “your”) of our website and programs (collectively, “Programs”). This Privacy Statement informs you about: (1) what information we may collect and retain via our Programs that is or contains your Personal Information; (2) how we may use and share your Personal Information; and (3) what we do to protect your Personal Information.

For purposes of this Privacy Statement, Personal Information includes any information that is specific to or may be used to identify you such as contact information. Personal Information may also include health information that identifies or may be used to identify you. Health information includes any information that relates to an individual’s health, health care, or payment for health care. Any health information, protected by the Health Insurance Portability and Accountability Act, as amended, and its implementing regulations (collectively, “HIPAA”), is called protected health information (“Protected Health Information”). Protected Health Information is distinct from and not part of Personal Information but may be collected by us when your use of any of our Programs is paid for by your health plan or health care provider.

Acceptance of and Changes to Privacy Statement

BY ACCESSING AND USING ANY OF OUR PROGRAMS, YOU AGREE TO THE PERSONAL INFORMATION COLLECTION, USE, AND SHARING PRACTICES DESCRIBED IN THIS PRIVACY STATEMENT. IF YOU DO NOT ACCEPT THIS PRIVACY STATEMENT, PLEASE DO NOT USE OUR PROGRAMS AND PLEASE DO NOT PROVIDE US ANY INFORMATION.

WHEN WE MAKE A MATERIAL CHANGE TO OUR PERSONAL INFORMATION COLLECTION, USE, OR SHARING PRACTICES COVERED BY THIS PRIVACY STATEMENT, WE WILL MODIFY AND POST AN UPDATED PRIVACY STATEMENT ON OUR WEBSITE. WE WILL NOT PROVIDE INDIVIDUAL NOTICE TO YOU OF CHANGES TO OUR PRIVACY STATEMENT. ANY CHANGES TO OUR PERSONAL INFORMATION COLLECTION, USE, OR SHARING PRACTICES WILL BE EFFECTIVE UPON THE UPDATED PRIVACY STATEMENT’S POSTING TO OUR WEBSITE AND WILL BE APPLICABLE TO ALL PERSONAL INFORMATION COLLECTED VIA OUR PROGRAMS THAT WE THEN MAINTAIN, INCLUDING PERSONAL INFORMATION

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COLLECTED PRIOR TO POSTING THE UPDATED PRIVACY STATEMENT. WE ENCOURAGE YOU TO CHECK THE POSTED PRIVACY STATEMENT FREQUENTLY FOR CHANGES.

This revised Privacy Statement is effective May 7, 2026.

Personal Information We Collect

When you register for our Programs, you may provide Personal Information such as your name, home address, phone number, or email address. You may also provide Personal Information in connection with your usage of our Programs such as your responses to surveys, questionnaires, or other evaluations related to your use of our Programs. In other instances, Personal Information about you may be collected by us in the course of working and engaging with you in our Programs.

- ***Usage Information We Collect.*** When you use our Programs, we automatically log the IP address assigned to your computer on the Internet and other technical information from our third-party service providers' systems hosting and from your computer accessing our Programs. We also track and collect information regarding your use of our Programs and your user preferences via "cookie" files and other software technologies.

Cookies are small data files containing a string of characters that are sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognize your browser. Cookies may store your user preferences. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some features of our Programs may not function properly without cookies.

All of this type information we collect via our Programs we refer to as "Usage Information." Usage Information may contain Personal Information.

Use and Disclosure of Personal Information

We use your Personal Information we collect via our Programs to operate, provide and improve our Programs, including to communicate with you about our Programs and to monitor usage of our Programs. We use the Usage Information we collect to analyze and evaluate the features and functionality of our Programs and to process automatic crash reporting about system crashes and other technical issues. We share your Personal Information we collect via our Programs with certain third-party technology service providers that furnish technical features and functionality for our Programs. Third-party technology service providers include software development, application and data hosting, wireless network services providers, and payment processing agents. We also share your Personal Information we collect via our Programs with third-party community-based service providers that are part of the Illinois Pathways to Health network and assist us in providing our Programs. We are responsible for assuring that these third-party service providers comply with appropriate privacy and security requirements.

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We may also use and share with other third parties your Personal Information we collect via our Programs as reasonably necessary: (1) to enforce the Personal Information collection, use, and sharing practices described in this Privacy Statement, to comply with law, to respond to valid legal process, or to protect the rights, property, or safety of us or others as required or permitted by law; (2) to respond to emergency situations; (3) to protect against misuse or unauthorized use of our Programs; or (4) to detect or prevent criminal activity, fraud, or abuse. In the future should we sell or otherwise transfer some or all of our assets to one or more third parties, we may share your Personal Information we collect via our Programs with any potential or actual third-party purchaser or transferee of the transferred assets.

We do not sell, rent, or license your Personal Information we collect via our Programs.

- **Exception for Protected Health Information.** There is one exception to the above description of the uses and sharing of your Personal Information we collect via our Programs. That exception is, when we collect Protected Health Information (instead of Personal Information) in connection with our Programs, we may only use and share that Protected Health Information as the health plan or health care provider paying for your usage of our Programs directs in its business associate agreement with us and otherwise in compliance with HIPAA.

Third Party Websites

This Privacy Statement applies only with respect to Personal Information we collect via our Programs. This Privacy Statement does not apply to any third-party website, application, software, product, service, or program. You should review the privacy statements/policies posted on third party websites or for third party applications, software, products, services, or programs you use.

Information Security

We make reasonable efforts to implement physical, administrative, and technical safeguards and follow operational procedures to protect Personal Information we collect via our Programs. We use Secure Sockets Layer (SSL) technology to reasonably secure your transactions involving transmission of Personal Information over the Internet in connection with your registration for or usage of our Programs. We restrict access to Personal Information we collect via our Programs to our and our third-party service providers' authorized employees, agents, and other representatives.

Children's Privacy

Our Programs are intended for individuals age 18 years or older. By using our Programs, you represent that you are age 18 years or older.

Our Programs are not intended for individuals under age 18 years. We will not knowingly collect any Personal Information from individuals under age 18 years through our website or otherwise. Individuals under age 18 years should never provide any information to us.

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Contact Us

If you have any questions, comments or concerns about this Privacy Statement or the privacy of your Personal Information we collect via our Programs, please contact us at info@ILPathwaystoHealth.org or via the contact information provided on the Illinois Pathways to Health website.
