

SUMMARY OF UNIVERSITY HEALTH SERVICES

NOTICE OF PRIVACY PRACTICES

University Health Services (UHS) has privacy and patient confidentiality standards in place to ensure appropriate safeguards to access and disclosure of protected health information. The following is a summary of the types of activities for which protected health information may be used and disclosed, as permitted by law:

- Treatment: UHS may access and disclose information about you for the purpose of providing you treatment and services.
- Payment: UHS may access and disclose information about you to bill for services and treatment you received.
- Health Care Operations: UHS may access and disclose information about you to carry out functions necessary to run the health system and to continually improve the quality and effectiveness of the health care and services it provides.
- To advise you of the services UHS provides
- For UHS fundraising
- To communicate to the individuals that are involved in or responsible for your care or treatment
- For certain research activities
- For health and safety functions authorized by law, such as required disease or abuse reporting
- For worker's compensation purposes
- For legal proceedings
- For health oversight activities such as inspections, audits and investigations
- For certain law enforcement activities
- For military and national security activities
- To funeral directors and coroners

You have the right to do the following:

- Review and copy your health information
- Request that limits be put on the use or disclosure of your health information
- Request that communications about your health information be made in ways that further protect your privacy
- Request to have corrections made to your health information
- Receive a listing of where and when your health information was disclosed
- Request not to share your information with your health plan when certain conditions are met.

QUESTIONS OR COMPLAINTS

- If you have questions or complaints about our treatment of your Personal Data, or about our privacy practices more generally, please feel free to contact the UC Berkeley University Health Services Privacy Official: Laurel Halsey, (510) 642-3748; lhalsey@berkeley.edu.
- If you believe your privacy rights have been violated, you may file a complaint with University Health Services or with the Secretary of the Department of Health and Human Services, Office for Civil Rights. To file a written complaint with University Health Services contact: Privacy Officer, University Health Services, 2222 Bancroft Way Rm. 3200, Berkeley CA 94720-4300. You will not be penalized for filing a complaint.
- The Board of Behavioral Sciences also receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors. The Board may be contacted online at www.bbs.ca.gov or by calling (916) 574-7830.

For more information please see the [Detailed Notice of Privacy Practices](#).

The University of California
Statement of Privacy Practices– General Data Protection Regulation
Berkeley SHIP

This statement is supplemental privacy information for individuals who are physically located in the [European Economic Area](#) (“EEA”) at the time of receiving services through the UC Berkeley Student Health Insurance Plan (Berkeley SHIP).

1. Transparency Regarding the Use of Your Personal Data

As part of our commitment to protecting your privacy, this statement is designed to provide you with information regarding how the University of California Berkeley Student Health Insurance Plan (Berkeley SHIP), collects and processes the information you share when you use UHS services such as the etang patient portal and its associated domains (together, the "Sites"), utilize the services of ours which include the provision of health insurance to UCB’s students, or when you otherwise communicate with Berkeley SHIP (“Berkeley SHIP Services”). This statement is applicable to individuals using Berkeley SHIP Services who are located in the European Economic Area (“EEA”).

For purposes of the General Data Protection Regulation (“GDPR”), the data controller is UC Berkeley University Health Services (UHS), with a location at 2222 Bancroft Way, Berkeley, CA 94720.

2. Your Personal Data We Use

Information you provide directly to UC: Berkeley SHIP collects personal information about you called Personal Data through the enrollment process. The information you gave us included your name, address and telephone number and e-mail address, UC student identification number, and date of birth, as well as any information about you that is associated with or linked to, or could be linked to, any of the foregoing data.

Information from Other Sources: The information you give or we collect also includes more sensitive information, such as information relating to a medical condition or a medical diagnosis, biometric information about you, or demographic information relating to you. This information is collected for purposes of preventive medicine, or to provide medical treatment to you pursuant to a contract with a health professional bound by ethical requirements to maintain the confidentiality of your information.

3. How We Use Your Personal Data and the Lawful Basis for Such Processing

Berkeley SHIP processes your Personal Data for the following purposes and bases:

- Administering your participation in Berkeley SHIP. This is generally required under the contract we have with you as a Berkeley SHIP enrollee.
- Assessing/appraising provision of student health insurance. It is in our legitimate interest as a health insurance provider to understand and improve our processes.

- Providing you with information regarding Berkeley SHIP events and initiatives. We will generally only do this where it is in our legitimate interest and where you have not objected or withdrawn any prior consent given.
- Processing and dealing with any complaints or inquiries made by you or legally on your behalf. We do this because it is in our legitimate interest as part of the services Berkeley SHIP offers to you.
- UC may also be required to disclose your Personal Data to authorities who can request this information by law that is binding on UC.
- Utilizing sensitive personal data in connection with our Services, with your consent.

In certain instances, Berkeley SHIP may be required to obtain your consent to collect and process your Personal Data for a specific purpose. This depends on the specific category of data collected and the intended use of the data. In these instances, UC will inform you of the specific category of Personal Data that will be collected and the intended purpose of the collection, and will request that you affirmatively indicate that you consent to the intended collection of your Personal Data for that purpose, prior to collecting the data.

In these instances, if you do not consent to the collection and intended processing purpose, UC will refrain from collecting and processing your Personal Data.

4. Recipients of Your Personal Data

Berkeley SHIP may share your Personal Data with the following recipients:

- **Service Providers:** Vendors that need access to your Personal Data in order to provide Berkeley SHIP Services. These include vendors to evaluate requests for waiver of enrollment in Berkeley SHIP, and claims administrators and Berkeley SHIP insurance carriers and brokers who administer Berkeley SHIP. Where Berkeley SHIP analyzes your Personal Data in order for UC to improve its provision and administration of its Services, it will share your Personal Data with data analytics vendors, and where consent is required, will only do so with your consent.

If your Personal Data is shared with a third party, UC will require that the third party use appropriate measures to protect the confidentiality and security of your Personal Data.

We may also need to share your Personal Data as required to respond to lawful requests and legal process; to protect our rights and property and those of our agents, customers and others, including to enforce our agreements and policies; and in an emergency, to protect UC and the safety of our students, faculty and staff or any third party.

5. Security

UC takes appropriate physical, administrative and technical measures to protect Personal Data that are consistent with applicable privacy and data security laws and regulations. For more information about how UC protects data, refer to [Systemwide Information Security Policies and Standards](#).

6. Retaining and Deleting Your Personal Data

UC will only retain your Personal Data for the duration necessary for seven years from the date of enrollment in Berkeley SHIP, unless there is a legal requirement to maintain it for a longer period.

7. **International Transfer of Your Personal Data**

In order to fulfill the intended processing purposes described above, your Personal Data will be transferred outside of the European Economic Area (EEA), specifically to the United States, which does not protect Personal Data in the same way that it is protected in the EEA. UC will undertake appropriate measures to ensure adequate protection of Personal Data, including utilizing appropriate physical, administrative, and technical safeguards to protect Personal Data, as well as executing standard contractual clauses approved by the European Commission or a supervisory authority under GDPR, or obtaining your consent, where appropriate.

8. **Your Rights**

As required by the General Data Protection Regulation and applicable EU Member State and EEA state law, if you are located in the European Economic Area, you have a right to:

- **Access your Personal Data**, as well as information relating to the recipients of your Personal Data, the purposes of processing your Personal Data, the duration for which the Personal Data will be stored, and the source of Personal Data that has not been provided by you;
- **Rectify or correct inaccurate or incomplete Personal Data** concerning you, taking into account the purposes of the processing, and the right to have incomplete Personal Data completed;
- **Move your Personal Data** to another controller or processor. UC will facilitate the lawful transfer of your data to the extent possible;
- Have your **Personal Data erased** in certain circumstances;
- **Restrict the processing of your Personal Data** in certain circumstances;
- **Object** to the processing of Personal Data in certain circumstances;
- **Withdraw your consent to the processing of your Personal Data**, should UC ask for your consent for the processing of your Personal Data. The withdrawal does not affect the lawfulness of Processing based on your consent before its withdrawal.
- Know whether your Personal Data is being used for **automated decision-making, including profiling**. In those cases, UC will give you meaningful information about the logic involved, the significance and the envisaged consequences of such processing for your data, and the right to request human intervention;
- **Lodge a complaint with a supervisory authority**;

UC may be obligated to retain your Personal Data as required by U.S. federal or state law.

--Last updated July 2018--