

St. Luke's is committed to protecting the privacy of the users of this website. We will use and disclose the information you provide us as stated in this Privacy Statement.

Website Privacy Statement

Our use and disclosure of an individual's personal information (including health information) is limited as required by state and federal law. We do not sell or rent personal information about visitors to this site or customers who use the site.

This website has security measures in place to help protect against the loss, misuse, or alteration of information under our control. Despite these measures, the confidentiality of any communication or material transmitted to or from us via this site by Internet or email cannot be guaranteed. At your discretion, you may contact us at the mailing address or telephone number listed in the "Questions and Contacts" section at the end of this Privacy Statement.

Revisions to the Privacy Statement

We may revise this Privacy Statement periodically as we add new features or as laws change that may affect our services. If we make material changes to our Privacy Statement, we will post notice on our website. Any revised Privacy Statement will apply both to information we already have about you at the time of the change, and any personal information created or received after the change takes effect. We will provide a revision date for our latest Privacy Statement. We encourage you to periodically reread this Privacy Statement, to see if there have been any changes to our policies that may affect you.

Website Links –The St. Luke's website offers many links to websites not managed by St. Luke's ("Third-Party Sites"). These Third-Party Sites are for patient or proxy informational purposes only and are regulated by the Third-Party Sites' terms of use. Do not rely on any of the information found on the Third-Party Sites for purposes of treatment or diagnosis. St. Luke's is not responsible for the information on or privacy policies of other websites. St. Luke's is also not responsible for any adverse consequences that may result from visiting a Third-Party Site.

Website Visitor Data

St. Luke's routinely gathers data on website activity, such as how many people visit the site, the web pages or mobile screens they visit, where they come from, how long they stay, etc. The data is collected on an aggregate, anonymous basis, which means that no personally identifiable information is associated with the data. This data helps us improve our content and overall usage. The information is not shared with other organizations for their independent use.

Collecting and Using Personal Information

Except as disclosed in this Privacy Statement, we do not collect any identifiable information about visitors to this site. The policies, sources, and uses of information are outlined in Sections 1 through 9 that follow:

1. Web Logs

When you browse through our website, we gather and store certain general information about your visit. This information does not identify you personally. We automatically collect and store only the following information about your visit:

- The IP address from which you access the Internet;

- The date and time you access our site;
- The Internet address of the website from which you linked directly to our site;
- The pages you visit;
- The words used in a search engine to reach our site;
- The words typed in our internal search engine; and
- The type of browser and operating system used to access our site.

This information is used to measure the number of visitors ("traffic") to the various sections of our site and identify system performance or problem areas. All web logs are stored securely, and may only be accessed by St. Luke's employees or designees on a need-to-know basis for a specific purpose. St. Luke's uses web log information to help us design our site, to improve features, to resolve user hardware and software problems, and to make the site more useful to visitors.

2. Internet Cookies

We may place Internet "cookies" on the computer hard drives of visitors to this website. Information we obtain from cookies helps us to tailor our site to be more helpful and efficient for our visitors. The cookie consists of a unique identifier that does not contain information about you or your health history.

We use two types of cookies, "session" cookies and "persistent" cookies.

A session cookie is temporary, and expires after you end a session and close your web browser. We use session cookies to help customize your experience on our site, and to track your "click path" through our web pages or mobile screens.

Persistent cookies remain on your hard drive after you've exited from our website, and we use them for several reasons. For instance, when you give us permission to "remember" a feature about you when asked by the website, such as your St. Luke's region, we place a persistent cookie on your hard drive so that the next time you visit us, we won't have to ask you that information again. If you've given us permission to email you with information, we may place a persistent cookie on your hard drive that will let us know when you come back to visit our site. Persistent cookies will not contain any personal information about you such as a St. Luke's Health/Medical Record number.

You may have software on your computer that will allow you to decline or deactivate Internet cookies, but if you do so, some features of this site may not work properly for you. For instructions on how to remove cookies from your hard drive, go to your browser's website for detailed instructions. In addition, further information regarding cookies may be available on other websites or from your Internet service provider. Safari, Chrome, Firefox, Internet Explorer and iOS browsers are commonly used browsers.

3. Survey Panels

Anyone that opts to participate in our online patient survey panel will be asked for demographic information such as age, gender, and education, as well as general information about any personal medical conditions. All sensitive information you supply is transmitted securely and

only accessed for the purpose stated below.

We use survey information for research purposes, including helping St. Luke's improve marketing materials and information and services offered through the website. In addition, users giving feedback may be individually contacted for follow-up due to concerns raised during the course of such evaluation. Demographic information and web log data may be stored for future research and evaluation.

4. Messages and Transactions

Comments or questions sent to us using email or secure messaging forms will be shared with St. Luke's staff and health care professionals who are most able to address your concerns.

Some of our services interact directly with other St. Luke's data systems. Data about your transaction may be stored in these systems, and available to people who test and support these systems.

5. Credit Card Transactions

If you provide us with your credit card number to make a payment, we will treat your credit card number in a secure manner.

6. Children

We do not knowingly allow children to create accounts that allow access to the secured features of this site.

7. Disclosures

We may disclose personal information to any person performing audit, legal, operational, or other services for us. We will use information which does not identify the individual for these activities whenever feasible. Information disclosed to vendors or contractors for operational purposes may not be re-disclosed to others by such a vendor or contractor.

We may disclose personal information when required to do so by a subpoena, court order, or search warrant. We may disclose personal information as we deem it appropriate to protect the safety of an individual or for an investigation related to public safety or to report an activity that appears to be in violation of law. We may disclose personal information to protect the security and reliability of this site, and to take precautions against liability.

8. Opt Out

If a user makes a request to receive information in an ongoing manner through this website by providing their email address (for example, requesting a subscription to an online newsletter), a user may make a request to discontinue future mailings. Similarly, if you receive information about a St. Luke's service through email, you may make a request to discontinue receiving similar messages in the future. All such materials sent to you by email will contain information about how to opt out. It is our policy not to agree to requests for restrictions beyond what is described in this section.

9. Electronic Health Records

This privacy policy does not cover an individual's electronic health record with St. Luke's, which may be accessed via the St. Luke's website. Please review additional Privacy Policies, as follows:

- [myChart](#)
- [Magic Valley/Jerome Patient Portal](#)

Your Consent

By using this web site, you consent to our privacy policy.

Questions and Contacts

If you have any questions or concerns about this Privacy Statement, our policies and practices concerning this site, your rights under this statement, and your dealings with the St. Luke's website, you can contact St. Luke's by telephone at 208-381-2348, by sending an email message to the St. Luke's web team at marketing@slhs.org, or by U.S. mail at the address below:

St. Luke's
190 E Bannock Street, Boise, ID 83712

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