

Privacy Policy for Route Three Benefits

Route Three Benefits is committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy explains how we collect, use, and protect your data and your rights regarding it. By using our services, you agree to the practices described in this policy.

1. Data Collection

We collect personal information necessary to provide you with health insurance benefits and related services. This MAY include:

- **Personal Information:** Name, address, phone number, email address, date of birth, and Social Security Number.
- **Health Information:** Details about your medical history, claims, and coverage preferences.
- **Financial Information:** Payment details, bank account information, and billing data.
- **Communication Records:** Emails, SMS communications, and phone call logs related to customer support.

We collect this information directly from you through forms, claims submissions, and customer service interactions.

2. Data Usage

We use your data for the following purposes:

- To provide and administer your health insurance benefits.
- To process claims and payments.
- To communicate with you about your coverage, updates, and customer service.
- To comply with legal and regulatory requirements.
- To improve our services and personalize your experience.

SMS Consent: By checking the OPT-IN box you will consent to receive SMS messages. We will not share your consent with any third parties or affiliates for marketing purposes.

3. Data Protection

We implement robust security measures to protect your personal information, including:

- Encryption of sensitive data.
- Secure servers and firewalls to prevent unauthorized access.
- Regular audits and staff training on data privacy practices.

Despite these precautions, no system is entirely foolproof, and we cannot guarantee absolute security.

4. User Rights

You have the following rights regarding your personal data:

- **Access and Correction:** Request access to your data and correct inaccuracies.
- **Data Deletion:** Request deletion of your personal data, subject to legal and contractual obligations.
- **Withdraw Consent:** Revoke your consent for data processing where applicable.

To exercise your rights, please contact us at 832-615-4888

5. Opt-In and Opt-Out

- **Opt-In:** You must provide explicit consent to receive marketing communications from Route Three Benefits
 - **Opt-Out:** You may unsubscribe from SMS at any time by sending STOP to an SMS message. You will receive a confirmation that texts will no longer be sent.
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6. Contact Information

For questions, concerns, or to exercise your rights regarding your privacy, please contact us:

- **Email:** connect@routethreebenefits.com
- **Phone:** 832-615-4888
- **Mail:** 16300 Katy Freeway, Suite 105, Houston, TX 77094

7. Policy Updates

We may update this Privacy Policy from time to time. Changes will be posted on our website, and we will notify you of significant updates via email. Please review the policy periodically to stay informed.

8. Accessibility

We are committed to ensuring this policy is accessible to all users. It is available in alternative formats upon request. For assistance, please contact us at connect@routethree.com

SMS consent and phone numbers will not be shared with third parties or affiliates for marketing purposes.

Your trust is important to us, and we are dedicated to protecting your privacy. Thank you for choosing Route Three Benefits

Last Updated: [11/20/2024]