

# **Central Illinois Carpenters Health & Welfare Trust Fund**

## **Privacy Policy and Consent Agreement**

This Privacy Policy and Consent Agreement governs the privacy practices, use of, and services made available through the electronic ISSi-Site Portal for Participants (Portal), which is operated by the Fund Office for the Central Illinois Carpenters Health & Welfare Trust Fund and the Central Illinois Carpenters Retirement Savings Fund (hereinafter referred to as "Funds") in conjunction with ISSI (Innovative Software Solutions, Inc.). This privacy policy applies solely to information collected and contained in this Portal. To the extent there is any discrepancy between the Summary Plan Description, Plan Document, Trust Agreement and collective bargaining agreement ("governing documents") and the content of this Privacy Policy and Consent Agreement, the governing documents are controlling.

### **ISSi-Site Portal for Participants**

The Portal provides a secure display of Participant-specific information including, but not limited to, demographic data, dependent information, beneficiary information, collectively bargained work hour history and contributions, benefit eligibility status for the Central Illinois Carpenters Health & Welfare Trust Fund and the current balance in your account with the Central Illinois Carpenters Retirement Savings Fund.

### **Information Collection, Use, and Sharing**

The Funds are the sole owners of the information that is collected and contained on this site. The Funds do not sell or rent the information you report through the ISSi-Site Portal for Participants to anyone. The information collected on this site may, however, be used to administer and manage this site, communicate with you about this site, process requests for information, or otherwise complete a transaction or service authorized under this Privacy Policy and Consent Agreement or by you directly. In addition, information collected from this site will be shared with the Fund Office in regards to benefit information mailed directly to you and/or your dependents and beneficiaries regarding eligibility for coverage and other administrative information.

Unless you ask us not to, the Fund Office may contact you via email in the future to tell you about new services or changes to this Privacy Policy and Consent Agreement.

### **Your Access to and Control Over Information**

You may opt out of using the ISSi-Site Portal for Participants at any time, or express any concern you have about Fund Office usage of your information, by contacting us via phone toll-free at 866-732-1919, via mail at 200 South Madigan Drive, Lincoln, Illinois 62656, or via email to the Administrative Manager of the Funds: Missy@cichealth.org.

### **Cookies**

A "cookie" is a small summary text file that is stored by your mobile phone (e.g., iPhone or Android) or by your browser (e.g., Internet Explorer, Edge, Chrome, Safari or Firefox). Cookies allow a website to store some information about users, allowing the website to recognize a user and respond appropriately. The ISSi-Site Portal for Participants may use cookies to collect anonymous usage statistics to track site utilization. Identifiable visitor usage information may also be stored in internal log files. We use this information to troubleshoot issues, improve our online services, and for analytical purposes, such as analyzing trends, administering the Site, tracking user movements and gathering broad demographic information. The website utilizes cookies to ensure basic functionality for authenticated users, including but not limited to initiating and terminating valid sessions.

### **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as names and social security numbers), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees of the Funds and/or Fund service providers who need the information to perform a

specific job (for example, entry of monthly contribution hours and payment information) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

### **Participant Security Tips**

Access to the ISSi-Site Portal requires all Participants to utilize a unique username, password, security questions, and to verify information and identity by multifactor authentication (text or email). There are additional steps all Participants can take to protect this important security information. For example, Participants utilizing the ISSi-Site Portal should (1) use a strong account password, (2) refrain from entering passwords and security question answers, or writing down this information, in view of others, (3) giving out passwords and security information over the phone, email or text, (4) storing personal security information and passwords on unencrypted computer systems, or (5) using public wi-fi to access the ISSi-Site Portal.

### **Updates**

From time to time, our Privacy Policy and terms of use may change. All updates and additional terms and conditions governing use of the ISS-Site Portal for Participants will be posted on this page and must be complied with as part of this Privacy Policy and Consent Agreement.

### **Indemnification**

To the maximum extent allowed by applicable law, you agree to indemnify and hold harmless the Funds from and against any and all claims, suits, proceedings, losses, liabilities and expenses, including without limitation, attorneys' fees in connection with a third party claim, whether the claim is based in tort law, contract law, or otherwise, which arises out of, are a result of, or related to your breach of any obligation, provision, acknowledgment, representation or warranty in this Privacy Policy and Consent Agreement, your use of the ISSI-Site Portal for Participants or any information sent, accessed, viewed or received through the Portal, your use of Portal content and/or your activity in relation to the Portal.

**If you feel that we are not abiding by this Privacy Policy, you should contact us immediately via telephone at (866) 732-1919 or via email at [info@cichealth.org](mailto:info@cichealth.org).**

**By checking the box below, you consent and agree to the terms and conditions of this Privacy Policy and Consent Agreement.**

