

Improving Healthcare Through Technology



CTQ Solutions, LLC Privacy Policy

Last Updated July, 2007

Thank you for visiting CTQ Solutions, LLC web site ("Web Site") and reviewing our commitment to privacy. The protection of your privacy and the information we collect is very important to us and our Web Site has been designed with that in mind.

About the EdgeSurvey™ Service

CTQ Solutions, LLC is an independent company hired by healthcare organizations ("Clients") to survey their patients, or patient's caretaker ("Survey Responders"), regarding their care and visits. The purpose of the survey is to help our Clients improve service by collecting feedback in regards to the patient care and the overall experience at the Customer's facility. Survey responders who provide their email address to their healthcare provider will receive an invitation to complete an online satisfaction survey. CTQ Solutions, LLC gathers the survey results and periodically provides reports and statistics to its Clients.

Protection of Patient Identities and Survey Responses

CTQ Solutions, LLC does not sell any personally identifiable information or content, including mailing lists and survey results, which provide patient identities, to marketers or any outside parties. However, the nature of our service is to gather and provide survey results to our Clients. If so requested by Survey Responder, CTQ Solutions, LLC will not disclose the identity of any Survey Responder to their healthcare provider. Survey Responders do have the opportunity to identify themselves by including their name and telephone number in their survey response. If so provided, this information will be released to the healthcare provider to allow the facility to contact the patient. Survey Responders must remain aware that giving personally identifiable information in response to a survey questionnaire will circumvent any protection of identity that CTQ Solutions, LLC provides.

Security

To guarantee availability and protection of information, our Web Site uses equipment and software to detect unauthorized or unwanted intrusions. For secure communications, we use the industry standard encryption software known as Secured Socket Layer or "SSL". The URL in your browser will change to "HTTPS" instead of "HTTP" when the communications between our Web Site and your browser has been encrypted. Your browser may also display a Lock Symbol in the task bar on the bottom of your screen when encryption has been invoked.

Exceptions

Nothing in this Privacy Policy or the Customer Agreement may be construed as stopping or inhibiting CTQ Solutions, LLC in cooperating with law enforcement, investigative agencies, or court orders. Furthermore, nothing in this Privacy Policy shall restrain CTQ Solutions, LLC from investigating and prosecuting any users of our Web Site who attempt to defraud or damage us, or who violate our EdgeSurvey™ Customer Agreement. Therefore, CTQ Solutions, LLC may share otherwise protected data with law enforcement, investigative agencies, or as directed by

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court order. Also, when necessary to diagnose and repair technical problems, CTQ Solutions, LLC may examine or change any data, computer code, or other information. Such examinations and change will be restricted to technical personnel with a need to know.

Notifications

CTQ Solutions, LLC may periodically modify this Privacy Policy. If so, we will post those changes on our Web Site so our Clients and Survey Responders are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify our Clients by email and provide thirty days advance notice of any planned changes. In addition, we will only use collected information in accordance with the Privacy Policy in effect at the time any information was collected.

Disclaimer

While CTQ Solutions, LLC agrees to maintain certain security measures to protect sensitive information, CTQ Solutions, LLC is not responsible for the release of information caused by hacking or tampering with the Web Site. Clients and Survey Responders assume the risk that any information submitted, however secure, may be illegally misappropriated by others. CTQ Solutions, LLC agrees to fully cooperate with law enforcement to protect and retrieve any information that may be illegally misappropriated by others.

Questions or Concerns

Any questions, concerns, or suggestions regarding privacy or use of information may be addressed to privacy@ctqsolutions.com.

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