Delta Dental of Rhode Island
Internet Privacy Policy

Thank you for visiting Delta Dental of Rhode Island’s website. Please read the following policy, which describes how we handle any information provided about you during your visit to our site, as well as our broader Notice of Privacy Practices.

Confidentiality

Information Collection and Use

Delta Dental of Rhode Island, its subsidiaries and affiliates, is the sole owner of the information collected on this site. We do not sell, share or rent this information in any manner different from what is disclosed in this statement. We collect information when you browse our site, but we do not collect personally identifiable information unless you voluntarily and explicitly provide it. The information we collect tells us what kind of technology our visitors use, such as browser types, and search content so we may constantly improve our site. We adhere to applicable federal, state and local laws and regulations governing Internet use and confidentiality.

Any information obtained through personalized interactive sections of our website is considered confidential. Every person who utilizes the registration process to access these sections is required by law to maintain the confidentiality of the information generated. Information generated from accessing personalized interactive sections of this website is to be used solely for the purpose of conducting business with Delta Dental of Rhode Island and its subsidiaries and affiliates and for treatment, payment and healthcare operations and purposes as authorized by applicable laws and regulations and may not otherwise be copied, shared or distributed.

Registration

You may browse the publicly accessible parts of our website without any registration process. However, personalized interactive sections require a user ID, password, and valid e-mail address. Our registration process is specific to our members, dentists, accounts and brokers. Depending on the type of registrant you are, you will need to give us unique information such as your member ID number, birth date, or broker or dental license number. We use this information to verify that only registered users are accessing our website sections containing confidential information. Not all information is made available to all types of registrants.
User ID, Passwords

User ID and passwords are considered confidential. If you need a password to access sections of our website, you may be required to change it periodically. If you suspect unauthorized use of your user ID and password, notify us immediately so that we may deactivate them. When attempting to authenticate into our secure web platform, the system will challenge you by requesting a DDRI approved second factor of authentication. This second factor could be an acknowledgement of a push notification, a code, or a physical token. You are responsible to report compromised credentials to the Customer Service Center. In addition, as part of the registration process we will send a confirmation back to the e-mail address you have provided. We will also request that you periodically validate the registration information you have provided.

Security

Cookies

A “cookie” is a piece of data stored on your computer's hard drive while you are visiting our site. We do not use cookies to store personal information. We use cookies to maintain a web session and for a personalized website experience. Cookies control session variables that govern how long your user ID and password are valid. They are date sensitive and expire at the end of your browsing session. If you set your browser software to disable cookies, you may still use our website, but you will be unable to access personalized interactive areas of our site.

Encryption

We take every precaution to protect the confidentiality of any information about you or any communication that you submit to us. When you submit registration information or your user ID and password information to us, it is encrypted. If you request information from us through our secure sections, that information is encrypted when it is returned to you. All data stored in our environment is encrypted. Our websites encrypt data using industry-standard strong-encryption certificate provisioning practices from authorized sources.

Safeguards

We continuously review all layers of components and internal processes, including physical security measures, to guard against unauthorized access to systems. We restrict access to personal information collected to our employees, contractors and
agents who need to know that information for uses for which its disclosure is permitted by law and who are subject to strict confidentiality obligations.

**E-mail and Text Messages**

Any information you submit to Delta Dental of Rhode Island by e-mail is not subject to the security and encryption procedures of this policy. See the additional provisions related to e-mail and text messaging in the Terms and Conditions of Use of our website.

**mPulse Mobile CAHPS Survey**

You may be offered the opportunity (either by e-mail or SMS message) to participate in a short survey about your experiences with a recent dental appointment. The survey, known as the Consumer Assessment of Healthcare Providers and Systems ("CAHPS") survey, asks each participant a set of standard questions about their experience with a dental appointment. The CAHPS survey is administered by mPulse Mobile on behalf of Delta Dental of Rhode Island. Your information will be used for our health care operations purposes, including to evaluate and improve plan and provider performance and to create de-identified data. Aggregated, de-identified CAHPS Survey answers will be shared with dentists. Use of the mPulse Mobile CAHPS Survey is governed by mPulse Mobile’s Terms of Use.

**Contact Information**

Questions regarding this Internet Privacy Policy should be sent to:

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