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If you have any specific questions concerning the information contained on this website, please contact the Administrative Office. In the event of a conflict between the information contained in this website and the plan documents, the plan documents will be controlling.

## Web Site Terms and Conditions of Use

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### 6. Links

BPA has not reviewed all of the sites linked to its Internet web site and is not responsible for the contents of any such linked site. The inclusion of any link does not imply endorsement by BPA of the site. Use of any such linked web site is at the user's own risk.

### 7. Site Terms of Use Modifications

BPA may revise these terms of use for its web site at any time without notice. By using this web site you are agreeing to be bound by the then current version of these Terms and Conditions of Use.

### 8. Governing Law

Any claim relating to BPA's web site shall be governed by the laws of the State of California without regard to its conflict of law provisions.

## Privacy and HIPAA

### Internet Privacy Policy

BPA is committed to protecting your privacy and providing you with a powerful and safe online environment. This notice is designed to inform you our privacy practices and to demonstrate our commitment to the privacy of our website visitors and their information.

BPA does not collect nor share any personally identifiable information about visitors to the website.

BPA has implemented and maintains physical, administrative and electronic security measures with regard to our site that are designed to safeguard your information from improper access or use. When collecting, using or transmitting sensitive electronic information, we encrypt the transmission using SSL or other similar technology. We ask that you assist us in maintaining the safety and security of our site. We suggest that you use passwords that are not easily guessed by others and recommend that you safeguard your password to prevent unwanted disclosure.

### **HIPAA Privacy and Security**

The Health Insurance Portability and Accountability Act (HIPAA) provides federal regulations for the privacy and security of patients' health information. HIPAA legislation includes two major provisions that govern the safeguarding of patient information.

HIPAA includes provisions designed to encourage electronic transactions, but also requires safeguards to protect the security and confidentiality of health information. Most hospitals, health insurers, pharmacies, doctors and other health care providers are required to comply with these federal standards. The privacy regulations ensure a national standard of privacy protections for patients by limiting the ways that health plans, pharmacies, hospitals and other covered entities can use patients' personal medical information. The regulations protect medical records and other individually identifiable health information, whether on paper, in computers or communicated orally.

BPA is committed to meeting or surpassing the standards set forth in these regulations.

## **Accessibility**

### **Online Accessibility**

Our website strives to provide an accessible experience for users of all abilities. We make every reasonable effort to ensure that we conform to the Web Content Accessibility Guidelines (WCAG) and comply with the Department of Justice's Americans with Disabilities Act (ADA) Standards for Accessible Design, and other applicable regulations. We have taken steps to ensure that those who use a keyboard solely for navigation or require accommodations for certain vision needs or are using assistive technologies such as screen readers can more easily interact with the content.

### **Reasonable Accommodations**

Individuals who need a reasonable accommodation to access information on the website may contact us via email ([SMPOAtrust@bpabenefits.com](mailto:SMPOAtrust@bpabenefits.com)) or by calling our Member Service department (562-463-5050). Be sure to include contact information such as an email address or telephone number where you can be reached. We need sufficient detail and notice to provide a reasonable accommodation to correct any accessibility issue. We also may provide the information in other accessible formats.

### **Third-party Websites**

This website contains links to other websites hosted by third parties. We cannot make claims regarding the accessibility of third-party websites and are not able to make accommodations on such websites.

### **Tips for Browsing**

#### Magnify the Whole Screen

Most web browsers allow you to zoom in on web pages using simple keyboard controls. The magnifier allows you to focus on specific parts of the screen, enlarging the text and other page elements.

For Windows operating systems, press Ctrl and + to zoom in on a web page (Ctrl and – to zoom out)

For Mac operating systems, press Cmd and + to zoom in on a Web page (Cmd and – to zoom out)

#### Screen Readers

Many browsers now have built in screen readers or have easy to install plug-ins to provide the read aloud service.

People using screen-reading devices may not be able to read documents directly in PDF format unless they also have the free accessibility plug-in (from Adobe) installed on their system along with the Adobe Acrobat Reader.

### **Feedback**

If you have further questions or suggestions relating to our site, please contact us ([SMPOAtrust@bpabenefits.com](mailto:SMPOAtrust@bpabenefits.com)).