

Privacy Statement

Dear friends,

The Eastern Region Branch of the Bureau of National Health Insurance (NHIEB) values and respects your privacy. To show you how the NHIEB collects, uses and protects your personal information on this website (NHIEB Website), please read carefully the following NHIEB Privacy & Information Security Protection Policy. This statement will help you understand more about our policy and principles of collecting, using and protecting your personal information when you are using the NHIEB Website and the extended service websites.

Applicability

The following Privacy Statement is applicable to the collection, use and protection of your personal information while you are visiting the NHIEB Website or the extended service websites (limited to the following domain <http://fw.nhieb.gov.tw:8030/nhieb/cht/default.aspx>, known as the NHIEB Website). This statement shall not cover websites from the links posted on the NHIEB Website. After logging in such websites, the protection of your personal information is subject to the terms of use and privacy statement of those websites.

Collection of your personal information

Your personal information will be collected through the following channels.

Online Grievance, Appointment with General Manager, e-News Subscription

When you are making a complaint or an appointment with the general manager on the NHIEB Website, you may be asked to provide your name, ROC Citizen ID Card number, telephone number, email and address. You may also sign up to lucky draws, competitions or marketing activities organized by other websites or organizations from the hyperlinks on the NHIEB Website. Each of these websites or organization has individual privacy protection policies for the personal information you provided on the web. In this case, this Privacy Statement is not applicable to the data processing of those websites and organizations; and the NHIEB Website shall assume no responsibility for the privacy protection of those websites and organizations.

General browsing

The NHIEB Website will keep a log produced by the web server recording the IP address, time of use, browser type, browsing and selection activities on your visit to the NHIEB Website. The NHIEB Website will label the browser of individual visitors to produce statistics on the page view behavior of visitors by browser. Unless you are willing to tell us your personal information, the NHIEB Website shall not and cannot match this log with your personal information.

Miscellanea

In addition to providing us your personal information spontaneously when logging in the NHIEB Website, you may also provide us some personal information, e.g. email, name etc, while subscribing to the NHIEB e-News. Information provided in such a manner is not covered by the privacy protection policy of the NHIEB Website. Furthermore, when you are sending an email to the NHIEB or expressing your opinions to us through other channels, we may also keep this communication and processing record.

Use of your personal information

The NHIEB Website shall not sell, let or handover any of your personal information to any third party or individual.

Information Security Protection Policy

There is no absolute security for data transfer over the Internet, no matter how hard the NHIEB Website endeavors to ensure the security of your personal information and data transfer. As the process of data transfer involves the condition of your network environment, we are unable to assure or guarantee the security of information you send to and receive from the NHIEB Website. Therefore, you are at your own risk when transferring data over the Internet.

If you are worrying that your personal information will be collected and used by other people, please do not input such information. If you publish personal information that may be retrieved by others over the Internet, you may receive spam or junk mail sent by the groups retrieving your personal information. Please understand that these consequences are out of the reasonable control of the NHIEB Website, and we assume no responsibility for such risk.

Revision of Privacy & Information Security Protection Policy

The NHIEB Website reserves the right to update this policy at any time to meet the latest privacy protection protocols. However, we will post on the NHIEB Website a notice of any large-scale update of the policy to let you know your rights and benefits.

Enquiry of Privacy & Information Security Protection Policy

Should you have any problem concerning our Privacy & Information Security Protection Policy or collection, use and update of your personal information, please feel free to contact us at **03-8332111** during business hours. You may also send your comments to nhi@mail.nhie.gov.tw.