

SISCO

Website Privacy Policy

Last Updated: July 30, 2026

Introduction

SISCO Benefits, Inc., (“SISCO,” “we,” “us,” or “our”) provides health plan management, third-party administration, benefits and claims administration, cost management, enrollment, and related services. This Privacy Policy explains how we collect, use, disclose, and protect information collected through our website, www.siscobenefits.com (the “Site”).

Personal information, protected health information, claims information, eligibility information, or plan-related information that SISCO receives and processes in connection with health plan administration, SISCO Connect, provider/member/employer portals, or client services is handled in accordance with applicable plan documents, client agreements, portal terms, and applicable law. This notice addresses information collected through the public Site.

1. Information We Collect

Information you provide. When you contact us, request information, request a demo or consultation, download resources, subscribe to communications, register for an event, or submit a form, we may collect your name, employer or company, job title, email address, phone number, state, and details related to your inquiry or interests.

Information collected automatically. When you visit the Site, we and our service providers collect device and usage information through cookies and similar technologies, including IP address, browser type, pages viewed, and referring URLs.

Portal access. The Site may link to SISCO Connect, provider, member, employer, claims, eligibility, or other portal experiences. Access to those portals may require credentials. Information submitted through those portals is used to administer benefits, claims, eligibility, reporting, and related services and is governed by applicable plan documents, agreements, terms, and privacy notices.

2. How We Use Information

We use information to respond to inquiries and requests; provide, secure, personalize, and improve the Site and our services; administer benefits, claims, eligibility, reporting, and portal access where applicable; communicate with members, providers, employers, brokers, and prospective clients; detect, prevent, and investigate security incidents or fraud; and comply with legal, regulatory, contractual, and plan-related obligations.

3. How We Share Information

We share information with:

- Service providers and vendors that support our Site and operations, such as website hosting, CRM, form management, analytics, communications, and IT security, under contracts that limit their use of information to providing services to us;
- Clients, plan sponsors, brokers, providers, carriers, TPAs, affiliates, and their authorized representatives as needed to respond to your request, administer benefits or claims, support

plan operations, or provide client-directed services, and only as permitted by applicable agreements and law;

- Government agencies, courts, regulators, and others as required by law, regulation, legal process, or to protect rights, safety, and security.

We do not sell your personal information, and we do not share or use your personal information for advertising, including cross-context behavioral or targeted advertising.

4. Cookies and Tracking Technologies

Our Site uses cookies and similar technologies for essential functionality, security, and to understand and improve how the Site is used (analytics). We do not use advertising or cross-site tracking cookies. Where applicable, our cookie banner allows you to accept or decline non-essential cookies before they are set.

5. Data Retention

We retain information for as long as necessary to fulfill the purposes described in this policy, administer benefits and claims where applicable, and meet our legal, regulatory, contractual, plan-related, security, and recordkeeping obligations, after which it is securely deleted, de-identified, or retained in accordance with applicable requirements.

6. Data Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect the information we handle. No method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

7. California Privacy Rights (CCPA/CPRA)

California residents have the right to know and access the personal information we collect, to request deletion, to request correction, and to limit the use of sensitive personal information. Because we do not sell personal information and do not share it for cross-context behavioral advertising, we are not required to provide a “Do Not Sell or Share My Personal Information” opt-out. You may submit privacy requests as described in the “Contact Us / Privacy Requests” section below, and we will not discriminate against you for exercising your rights.

If your request relates to information we process on behalf of a client, employer, plan sponsor, health plan, or other third party, we may refer your request to that party or handle the request in accordance with applicable agreements, plan documents, privacy notices, and legal requirements.

8. Children’s Privacy

Our Site and services are directed to businesses and are not intended for children. We do not knowingly collect personal information from children through the Site.

9. Third-Party Links

Our Site may link to external third-party websites; portals; mobile applications; client, partner, provider, or plan resources; or embedded content. We are not responsible for the privacy practices of those third parties, and we encourage you to review their privacy notices.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The “Last Updated” date above reflects the most recent changes, and material changes will be posted on this page.

11. Contact Us / Privacy Requests

SISCO

800 Main Street, Dubuque, IA 52001

Phone: 866.5457.4726

To submit a privacy request, use our [contact us](#) form.