

## Privacy and Security Policy

This is how we handle the information we learn from you when you visit the [my.mdanderson.org](http://my.mdanderson.org) website. The information we receive depends on what you do during your visit.

### Web Server Logs

Our web server collects and stores the following general information about you:

- the name of the domain from which you access the Internet (for example, aol.com, if you are connecting from an America Online account)
- the date and time you access our service
- the pages you visit
- the Internet address of the web site from which you linked directly to us
- the name and release number of the web browser software you are using

This information is collected automatically and is not linked to your personal identity. It is used in an aggregate way to help us improve our web site and make it more useful to you.

### Appointment Requests

When you provide information to MD Anderson to request a new patient appointment on this website, MD Anderson may use that information for operational purposes, such as contacting you, creating a medical record for you, financial clearance, customer service, and scheduling. We may share the information you provide with our staff and our Business Associates (our vendors). We may use your information to contact you and perform business analyses whether you become an MD Anderson patient or not, and we may keep a permanent record of your appointment request and the information you provided.

### Cookies

A cookie is an extremely small text file that resides on the user's hard drive, created at the request of the web server to track specific information. We use cookies to authenticate you as an authorized user and to facilitate your movement through the secure sections of the website (this prevents you from being required to log on each time you go to a new page in the secure site). The cookies used on the [my.mdanderson.org](http://my.mdanderson.org) website store only your identity and the identity of your care center.

### Online Forms and Secure Messaging

When you identify yourself by logging in to the [my.mdanderson.org](http://my.mdanderson.org) website, there are a few things you should know:

The fact that you have logged in to the [my.mdanderson.org](http://my.mdanderson.org) website means that your online activities and any information you create and/or transmit will be associated with your medical record number and your identity. In addition, the site will present information about you, such as your appointment schedule, your prescriptions, patient education materials specific to your diagnosis, and more.

You have the opportunity to create and/or transmit various types of information about yourself as you use the system's online forms, including, but not limited to:

- Text messages about your care or financial matters
- Requests to refill your prescriptions
- Entries in your personal journal
- Calendar items
- Drug history

- Personal profile information
- Insurance information

You have the ability, at your sole discretion, to share your personal journal entries with persons outside MD Anderson.

Various people at MD Anderson Cancer Center, including members of your care team and various support staff who work in your care center, may see the materials you submit. We may enter the information you send into our electronic databases, to share with our physicians, other health care professionals, researchers, or our Internet services staff, as appropriate.

Some or all of the information that you create and/or transmit (e.g., information pertinent to your diagnosis and/or treatment), may become part of your medical record. If so, that information may be re-disclosed according to the usual rules regarding the release of medical record information.

In other limited circumstances, including requests from legal authorities, we may be required by law to disclose information you submit.

You should note that electronic communications, including secure messaging and email, are not necessarily secure against interception. While we take precautions, such as encrypting access and messaging in the my.mdanderson.org website, there are some risks associated with this use. These risks are discussed in more detail in the [Patient Information and Acknowledgement Form](#) ([/LegalDisclaimer](#)) that you must review when you log in to the site for the first time.

## Message Boards

Our patient message boards collect and store the following information about you:

- **First Name, Last Name & Email Address**
- **Posted Messages**
- **The date and time you access the board**

Patient communications on the message boards are not private and can be seen by a community of cancer discussion participants. Message boards offer a chance for patients to share concerns and ideas they have about cancer and its impact on their lives.

## Disclosure

We will handle any Protected Health Information (PHI) you disclose to us in accordance with our [Joint Notice of Privacy Practices \(https://www.mdanderson.org/about-md-anderson/business-legal/legal-and-policy/legal-statements/notice-of-privacy-practices.html\)](https://www.mdanderson.org/about-md-anderson/business-legal/legal-and-policy/legal-statements/notice-of-privacy-practices.html).

With few exceptions, you are entitled on your request to be informed about the information MD Anderson Cancer Center collects about you. Under Sections 552.021 and 552.023 of the Texas Government Code, you are entitled to receive and review the information. Under Section 559.004 of the Texas Government Code, you are entitled to have MD Anderson Cancer Center correct information about you that is held by us and that is incorrect, in accordance with the procedures set forth in The University of Texas System Business Procedures Memorandum 32. The information that MD Anderson Cancer Center collects will be retained and maintained as required by Texas records retention laws (Section 441.180 et seq. of the Texas Government Code) and rules. Different types of information are kept for different periods of time.

## Links

From time to time, this web site may provide links to other useful or interesting web sites that are not owned or controlled by MD Anderson Cancer Center. We cannot be responsible for the content or privacy practices used by other web site owners.

## Contact Us

You may [contact us \(/contact-us\)](#) with any questions or comments about our privacy policy.

