

Privacy Policy

At Florida Health Sciences Center, Inc. d/b/a Tampa General Hospital, your privacy is important to us. This Privacy Policy describes Tampa General Hospital's and its parents', subsidiaries', and affiliates' (collectively, "TGH," "we," "us," or "our," the data controller) policies regarding the collection, use, and disclosure of personal information when you visit one of our locations or otherwise interact with us, including visiting the following websites (collectively, "Services"): tgh.org; forgingourfuturetogether.com; tghphysicianplus.org; tghsurgerycenteratmorsani.com; tghoutpatientcenter.com; tgmh.org; tmdfl.org; surgeryattghoutpatientcenter.com; surgeryattghbrandonhealthplex.com; tghsurgerycenterbrandon.com; tghnorth.org; myfesc.com; or any website that displays or links to this Privacy Policy (collectively, the "Site"). "Personal information" is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked to a particular person.

When you, or someone on your behalf, provide personal information to us, you agree to our collection, use, disclosure, and storage of personal information as described in this Privacy Policy or otherwise legally permitted. If you do not agree, please do not provide personal information to us. A link to a Portable Document Format (PDF) version of this Privacy Policy can be found here: <https://www.tgh.org/-/media/files/policies/tgh-website-privacy-policy.pdf>. This Privacy Policy does not cover personal information within the scope of your relationship with us as a job applicant, employee, independent contractor, director, or officer. For more information about our policies regarding the collection, use, and disclosure of personal information submitted throughout the employment application process and, if applicable, your terms of employment or engagement, please review the separate privacy notice that you will encounter as part of the online application process.

Our practices related to "protected health information," as defined under the Health Insurance Portability & Accountability Act and related regulations (collectively referred to as "HIPAA"), including information you provide within the TGH Patient Gateway portal, is separate and subject to our Notices of Privacy Practices and Privacy Notice of Your Health Care Information, which may differ among TGH affiliates and subsidiaries.

In addition to this Privacy Policy, visitors should consult the Terms of Use located on the Site, including, but not limited to, <https://www.tgh.org/terms-of-use>, <https://myfesc.com/asc-terms-of-use.html>.

If you choose to utilize a specific patient application, please be sure to read the privacy policy associated with that application.

Information We Collect and How

We may collect various types of personal information when you use our Services, such as the following:

- identifiers, contact information, and other demographic information (e.g., your name, phone number, e-mail address, mailing address, and device and electronic identifiers, such as IP address);
- information that you provide by filling in forms, including appointment request forms or online referral forms (e.g., your primary health insurance, driver's license, and ID card);
- records and copies of your correspondence (including any attachments), if you contact us;
- details of transactions you carry out and the fulfillment of your orders;
- geolocation information such as your city and zip code (such as when you provide this information to us through a form or to facilitate a purchase or when you allow us to collect this information from your device);
- health information, such as information related to health or medical services, treatment, diagnosis, prescriptions, and payment for such services;
- information regarding payment or charitable contributions (e.g., payment details and any other information necessary to process a donation or contribution); and
- electronic information about your internet activity (e.g., IP addresses, browsing history, interactions with our Site, information collected through cookies, web beacons, and other online tracking technologies (see below for more information)).

Among other things, and consistent with applicable law, the technologies and services that we use to market, advertise, and analyze and improve the performance of our Site may include:

- **Cookies.** A cookie is a small file placed on your computer. The cookies on the Site may be session cookies (i.e., last only for one browser session) or persistent cookies (i.e., continue in your browser until they are deleted or expire). Some of the cookies we use may be flash cookies, which may contain demographic information, and depending on your browser, these cookies might not normally be deleted when your cookies are deleted. Please check your browser to determine where these types of cookies are stored and how they can be deleted. You can learn more about cookies, see what cookies have been set on your computing device, and learn how to manage and delete them by visiting <http://allaboutcookies.org>. While we recommend that you leave cookies turned on, as they allow you to take advantage of some of the features of our Site, you have the ability to control our cookies.

You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Site. Specifically, you can configure your browser settings to (i) receive notifications when you are receiving new cookies, (ii) disable cookies, or (iii) delete cookies. Please refer to your browser's help section for information on how to do this. Please see the "Your Choices" section below for more information on your ability to opt in or out of the collection and use of your personal information for purposes of targeted advertising.

- **Pixels, Web Beacons, and Tracking Scripts.** Pages of our Site, or emails to you, may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email, and for other related website statistics (for example,

recording the popularity of certain website content and verifying system and server integrity). We use this information to assist us in improving our user experience.

- **Specific Tools.** We use various tools to collect information on our Site. Where necessary to comply with applicable law, we pair these tools with privacy-enhancing technologies to shield your information. Some of the tools we use include:

Google. We use several tools provided by Google, Inc., and paired with privacy-enhancing controls, to collect certain information relating to use of our Site, such as Google Analytics, Google Ads, Google Tag Manager, and DoubleClick (collectively, "Google"). You can find out more about how Google uses data when you visit our Site by visiting "How Google uses information from sites or apps that use our services" (located at policies.google.com/technologies/partner-sites) and the Google Privacy Policy (located at policies.google.com/privacy?hl=en-US).

Microsoft. We use Microsoft Advertising and Bing, services provided by Microsoft Corporation ("Microsoft"), paired with privacy-enhancing controls, for advertising purposes and to capture details about use of the Site. For information about how Microsoft collects or receives information to provide their services, please visit the Microsoft Privacy Statement located at <https://privacy.microsoft.com/en-us/privacystatement>.

Video. Consistent with applicable law, when you visit a web page on our Site that has a Vimeo or YouTube video embedded, information about your IP address, browser, device type, and operating system may be disclosed to Vimeo or YouTube. In addition, these parties store information about which Sites you use their services on and what actions (web activities) you perform on our Sites. These web activities may include, for example, session duration, bounce rate, or which button you clicked on our website with the built-in video function. These parties can track and store these actions using cookies and similar technologies. For more information about how Vimeo uses information it receives please refer to Vimeo's privacy policy located at <https://vimeo.com/privacy>.

How We Use and Disclose Your Information

In general, TGH will not disclose your personal information to any third party without your consent, except when permitted to do so by law. Notwithstanding the foregoing, if we provide your personal information to others, it is to affiliates, service providers, and other third parties that help us provide our services or as directed by you.

We may also use your personal information to:

- provide healthcare services (e.g., confirm appointments and fulfil requests for physician referrals);
- operate, improve, and manage our business (e.g., enforce our rights, prevent fraud, respond to court orders, and for other legal compliance purposes);
- optimize the performance and user experience of our Site (e.g., respond to your questions and requests);

- market and advertise our services to you;
- send you email newsletters;
- conduct research and analysis;
- communicate with you about your account, community events, and surveys; and
- perform any other purpose to which you consent.

Advertising, marketing, and analytics partners such as Google, Microsoft, and other advertising networks may receive and use information to assist us with our advertising and marketing efforts, but we pair these technologies with privacy-enhancing controls where required. Sometimes we rely on partners to help us understand your activity, and we may use various trackers to collect information. We also use cookies, web beacons, and similar tools, paired with privacy-enhancing controls where appropriate, so that we can show you more relevant advertising based on your online activity. When we disclose information to partners, we may use certain service providers to assist us with ensuring that such disclosures are made in accordance with applicable law. This includes using technology service providers to block certain third-parties from receiving Protected Health Information.

Email Communications, Newsletter, and Related Services

You have the opportunity to receive communications from us and third parties. You can unsubscribe from such communications at any time. You may use the unsubscribe mechanism or link in our marketing emails if you wish to stop receiving marketing emails from us.

Email communications that you send to us via the email links on our Site may be shared with a customer service representative, employee, medical expert, or agent that is most able to address your inquiry. We make every effort to respond in a timely fashion once communications are received. Note that email communications that you send us via the email links on our Site might not be automatically encrypted, and it is possible that unencrypted email communications with us will be accessed or viewed by another internet user while in transit to us.

Your Choices

United States residents can opt out of the collection and use of your personal information for purposes of targeted advertising by using an opt-out preference signal, such as the Global Privacy Control (“GPC”) on browsers and/or browser extensions that support such a signal. To download and use a browser supporting the GPC browser signal, click here: <https://globalprivacycontrol.org/orgs>. If you choose to use the GPC signal, you will need to turn it on for each supported browser or browser extension you use. You can also opt out by selecting “Manage Preferences” in the cookie banner present when you visit the Site.

For residents of Brazil, Mexico, or Panama, we will not collect and use your personal information for purposes of targeted advertising unless you opt-in by selecting “Accept All” via our cookie banner. You can change your selection at any time by clicking the cookie icon at the bottom of your browser window and making your new selections.

Unless you submit your opt-in or out selection while logged into your account with us, your request will only be linked to your browser identifier. This means that if you submit your selection while not logged into your account with us, you will need to remake that selection on each browser or device you use. Your browser may save some information in its cookies and cache to maintain your privacy preferences. Clearing these may remove previous selections, requiring you to make your selection again. If you submit your selection to us while logged into your account with us, we will attempt to apply your selection across your browsers and/or devices.

Third parties may provide you with ways to choose not to have your information collected or used for targeted advertising purposes. For example, for information about how you can opt out of receiving targeted advertising from many providers, please visit: optout.networkadvertising.org/?c=1/. You can also set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent.

Online Surveys

At times, we perform surveys. The information from these surveys is used in aggregated, de-identified form to help us improve our Services. If survey respondents provide personal information (such as an email address) in a survey, it is shared only with those people who need to see it to respond to the question or request, or with parties who perform data management services for us.

Information for Users Outside the United States

Please be aware that any personal information you submit to us will be transferred to, and processed in, the United States and the data protection laws and regulations that apply to your personal information may be different from the laws in your country of residence. If you are a resident of one of the below countries, you may exercise the rights and choices described below by emailing us at Privacy@tgh.org or by calling us at +1 (813) 844-4813. These rights are in addition to any other rights applicable to you under United States law. The below rights may be subject to certain exceptions and limitations and may not be granted in all circumstances.

- **Brazil**. If you are a resident of Brazil, you may request we: (1) confirm our processing of your personal information; (2) access the personal information we have about you; (3) correct inaccurate personal information we have about you; (4) anonymize, block (i.e., object or stop), or erase unnecessary or excessive personal information or personal information processed in noncompliance with applicable law; (5) deliver your personal information in a portable, machine-readable format to another service provider or product provider; (6) delete certain personal information that we have stored about you; and (7) stop processing your personal information in certain ways. If we process your personal information based on consent, you may revoke your consent at any time.
- **Mexico**. If you are a resident of Mexico, you may request: (1) access to the personal information we have about you; (2) rectification or correction of inaccurate personal

information we have about you; and (3) cancellation or objection to the processing of your personal information.

- **Panama.** If you are a resident of Panama, you may request: (1) access to the personal information we have about you; (2) rectification or correction of inaccurate personal information we have about you; (3) deletion of your personal information; (4) restriction or objection to the processing of your personal information; and (5) delivery of your personal information in a portable, machine-readable format.

Data Retention and Destruction

We will not retain your personal information for longer than reasonably necessary for the purpose(s) we collected it. The retention period depends on criteria such as the nature of our relationship with you, contractual commitments to you, your practice, or your medical provider, when you last interacted with us (including by accessing our Site), the type of personal information at issue, and legal considerations.

Data Protection

No security is perfect, so we cannot guarantee that the information you provide to us will be 100 percent secure. We do, however, take administrative, technical, and physical measures to protect the information you provide to us.

Do Not Track Signals

Some web browsers permit you to broadcast a signal to websites and online services indicating a preference that they "do not track" your online activities. At this time, we do not respond to web browsers' Do Not Track signals. You may, however, disable certain tracking (e.g., cookies) by following the instructions in the "Your Choices" section above.

Children

We do not knowingly collect personal information from any child under 13 years old without parental consent, and we do not direct our Site to them. If we become aware that we've collected any such data, we will delete it.

Links to External Websites

The Site contains links to websites that are not managed by TGH or are otherwise external to TGH. Please be aware that this Privacy Policy does not apply to those websites. Our linking to a website does not imply that we have reviewed or endorse the website or their privacy practices. We encourage you to read the privacy policy on any other websites before providing them with personal information.

Certain interactive patient applications may be linked to this website as a convenience for you. If you choose to utilize a specific patient application, please be sure to read the privacy policy associated with that application. The Epic MyChart portal, which offers patients messaging to participating practices and access to their medical records is an example of such a patient application.

Contact Us

For additional information, or to speak with us regarding our data practices, please contact us at:

TGH Corporate Compliance & Privacy Dept.
P.O. Box 1289, Tampa, FL 33601
Phone: (813) 844-4813
Email: **Privacy@tgh.org**

Changes to Our Privacy Policy

It is our policy to post any changes we make to our Privacy Policy on this page. You are responsible for periodically reviewing this Privacy Policy to check for any changes.

If we make material changes to how we treat your personal information, we will revise the “last updated” date at the bottom of this Privacy Policy or notify you (e.g., by posting a notice to our Site home page). Your continued use of the Services after any changes or revisions to this Privacy Policy become effective shall indicate your agreement with the terms of such revised and then-current Privacy Policy.

Last Updated

This Privacy Policy was last updated on July 23, 2026.