

## **EzWIC Application Privacy Policy**

Thank you for downloading and using the EzWIC Application and reviewing the Arizona WIC Program Privacy Policy Statement. This Privacy Policy Statement details how the Arizona Special Supplemental Program for Women, Infants, and Children (WIC) uses and protects personally identifiable information. This privacy policy only applies to the EzWIC Application.

### **eWIC Card Balance**

The eWIC Card Balance module provides a real time benefit balance from the WIC Electronic Benefit Transfer (EBT) system when you register your eWIC card(s). You may register your eWIC card(s) by providing your eWIC card number(s) and date of birth. The eWIC card number and date of birth are encrypted and stored securely on your phone. When you use the eWIC Card Balance module, the EzWIC Application sends your eWIC card number and date of birth in an encrypted message to the WIC EBT System so that you may retrieve a real time benefit balance. Your eWIC card number and date of birth will only be used to obtain a real time benefit balance and will not be shared with any other Agencies or entities.

### **Technical Feedback**

The Technical Feedback module allows you to provide your suggestions on improving the EzWIC Application. You have the option to provide your name, email address, and phone number. The Arizona WIC Program will not share your name, email address, and phone number with any other entities. All information collected in the Technical Feedback module will be stored on a secure, encrypted database server.

### **Complaint Submission**

The Arizona WIC Program accepts complaints against WIC Staff, WIC Vendors (grocery stores that accept eWIC cards), and WIC Participants. You will need to provide your name and phone number. Your name and phone number are required in case the Arizona WIC Program needs to contact you for more information on the complaint you submitted. Your information is confidential, and will not be shared. Your information will be stored on a secure, encrypted database server.

The Arizona WIC Program has additional options for you to submit a complaint. You may:

- Email your complaint to [azwiccomplaints@azdhs.gov](mailto:azwiccomplaints@azdhs.gov),
- Submit your complaint online at <https://complainttracking.azbnp.gov>, or
- Call the Complaint Hotline toll-free at 1-866-229-6561.

### **Who can I contact if I have questions?**

If you have any questions regarding our Privacy Policy, please contact our Agency Privacy Officer:

Arizona Department of Health Services

Agency Privacy Officer

150 N. 18<sup>th</sup> Ave, Suite 200

Phoenix, AZ 85007

Phone: (602) 542-1020

Fax: (602) 542-1020