

BCC

Website Privacy Policy

Last Updated: July 30, 2026

Introduction

Benefit Coordinators Company, doing business as BCC Benefit Solutions (“BCC,” “we,” “us,” or “our”), provides benefits administration, enrollment technology, specialty administrative services, private benefit exchange solutions, and related support services. This Privacy Policy explains how we collect, use, disclose, and protect information collected through our website, www.bccbenefitsolutions.com (the “Site”).

Personal information, protected health information, account information, benefits information, or plan-related information that BCC receives and processes in connection with client services, BenXcel, My SmartCare, payment tools, account portals, or other administrative services is handled in accordance with applicable client agreements, portal terms, plan documents, 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 BenXcel; My SmartCare; payment, account, employer, employee, member, or other portal experiences. Access to those portals may require credentials. Information submitted through those portals is used to administer benefits, accounts, payments, programs, and related services and is governed by applicable agreements, terms, plan documents, and privacy notices.

2. How We Use Information

We use information to respond to inquiries and support requests; provide, secure, personalize, and improve the Site and our services; administer benefits, enrollment, account, payment, and portal-related services where applicable; communicate with employers, brokers, members, employees, prospective clients, and service partners; 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, employers, brokers, carriers, administrators, affiliates, service partners, and their authorized representatives as needed to respond to your request, administer benefits, accounts,

payments, or services, or support a client-directed program, 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 related services 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 third-party websites, portals, payment tools, carrier resources, account tools, or other external services. 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

BCC Benefit Solutions

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Two Robinson Plaza, Suite 200, Pittsburgh, PA 15205

Phone: 800.685.6100

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