



## CONCORD FEDERAL CREDIT UNION

### PRIVACY POLICY 10/23/2023

#### FACTS

WHAT DOES **Concord Federal Credit Union (CFCU)** DO WITH YOUR PERSONAL INFORMATION?

#### Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

#### What?

The types of personal information we collect and share depend on the product or service you have with us. This data can include:

- Social Security number, employer information and any other personal data required to be collected under U.S. regulations
- Account balances, transactions, transaction history, payment history
- Credit history, credit scores

When you are no longer our customer, we continue to share your information as described in this notice.

#### How?

All financial companies need to share customers' personal data to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Concord Federal Credit Union chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Concord Federal Credit Union share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No

<b>For our marketing purposes -</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	No	We don't share
<b>For our affiliates' everyday business purposes -</b> information about your transactions and experiences	No	We don't share
<b>For our affiliates' everyday business purposes -</b> information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	No	We don't share
<b>For non-affiliates to market to you</b>	Yes	Yes

<b>Questions?</b>	Call 718-622-0623 or go to <a href="https://concordfcu.org">https://concordfcu.org</a>
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**Who we are**

Who is providing this notice?	<b>Concord Federal Credit Union (CFCU)</b>
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**What we do**

How does <b>CFCU</b> protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files, buildings and offices. We will only permit authorized staff trained in the proper handling of customer information to have access to that information.
How does <b>CFCU</b> collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>▪ Open an account</li> <li>▪ Apply for a loan</li> <li>▪ Make deposits or withdrawals from your account</li> <li>▪ Make a funds transfer</li> </ul> We also collect your personal information from other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>▪ Sharing for affiliates' everyday business purposes – information about your creditworthiness</li> <li>▪ Affiliates from using your information to market to you</li> <li>▪ Sharing for nonaffiliates to market to you</li> </ul> State laws and individual companies may give you additional rights to limit sharing.

Definitions	
Affiliates	Companies related by common ownership or control. They can be financial or nonfinancial companies. <ul style="list-style-type: none"> <li>▪ <b>Concord Federal Credit Union has no affiliates.</b></li> </ul>
Nonaffiliates	Companies not related by common ownership or control. They can be financial or nonfinancial companies. <ul style="list-style-type: none"> <li>▪ <b>Concord Federal Credit Union shares with <u>National Income Life</u> for the <u>Accidental Death &amp; Dismemberment insurance program</u>. <b>If you do not want to share your information</b>, send an email to <a href="mailto:hello@concordfcu.org">hello@concordfcu.org</a>.</b></li> </ul>
Joint marketing	A formal agreement between other financial companies or our affiliates that together market financial products or services to you. <ul style="list-style-type: none"> <li>▪ <b>Concord Federal Credit Union doesn't jointly market.</b></li> </ul>

## Additional Information

**Personal Data We Collect and Store**

We collect your personally identifying data such as your name, address, date of birth, phone numbers and government- issued identification when you provide it to us to open accounts or sign up for products and services such as online banking and funds transfers. We also collect data from you when you contact us by telephone or email to discuss your accounts and services. When you log in to online banking, we collect the IP address assigned to your computer by your internet service provider or the device ID of your mobile phone. We do use cookies\* to enhance your online banking experience. We do not knowingly collect data from minors under the age of 16 when visiting our website. However, if you make us aware that this has occurred, we will remove the personal data from our systems. Concord Federal Credit Union does not sell your personal data. We store your data for the period of time your account is open and we continue to store your data once your account is closed in order to comply with U.S. federal and state regulations, generally for 7 years.

\* Cookies are small files that are stored on your device to keep track of your visit to our website and to save your preferences.

**Processing and Usage of Personal Data**

We share your personal data with third-party service providers to provide some of the products and services you sign up for. We only share the data necessary to provide the service. We share your loan payment history with various credit bureaus; to law enforcement when required as part of an investigation and to respond to a court

order. We use your data to verify your identity when communicating with you and when you log in to access your account information via online banking.

#### **Data Protection**

We secure and protect your data by maintaining physical, electronic and procedural safeguards including firewalls, encryption, passwords and authentication technologies. We will only permit authorized employees who are trained in the proper handling of customer information to have access to your data. Our third-party data processors are required to secure and protect your personal data and are prohibited from sharing your data. Our third-party data processors are subject to ongoing performance monitoring and an annual review of their IT security and data protection practices.

#### **Accessing and Updating Your Personal Data**

Keeping your personal data current is very important. You may review and update or correct your personal data via online banking or by contacting a member services representative.

#### **Linking to Third-Party Websites**

Our website may provide links to third-party websites that are owned and operated by other companies. When you click on a link to visit a third-party website you will be subject to that website's privacy and security practices which may differ from ours. You should familiarize yourself with the privacy policies, terms of use and security practices of the third-party website before providing any personal data on that website.